

Alliant

PERSONNEL RESOURCES

Field Employee Company Policy Manual

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WELCOME

Welcome to the Alliant Personnel Resources, LLC team! We look forward to working with you and assisting you in achieving exciting and rewarding career opportunities with Alliant Personnel Resources, LLC. This handbook will serve as your point of reference for any standards, policies and procedures that Alliant Personnel Resources, LLC employees are expected to follow.

WHY YOU WILL LOVE ALLIANT PERSONNEL RESOURCES, LLC:

If you need anything, just ask! We will always provide the personalized service you expect from a family-owned firm. When you call ALLIANT PERSONNEL RESOURCES, LLC, you'll speak to a human being. When you send us a message, we'll contact you promptly. We are committed to open and timely communication with every one of our clients and employees.

THIS MANUAL

It is required that you review and return the acknowledgement form located at the back of the handbook. This acknowledgement form will be kept on file for our records.

This policy manual is only a summary of current personnel policies of Alliant Personnel Resources LLC compiled for convenient reference. Neither the policy manual nor any policy sets forth herein is a contract of employment, an offer to enter into a contract of employment, or provides employees any contract rights. No contract of employment is being offered or implied. No contract of employment is valid and binding on the Company unless it is in writing and signed by a Company Approved Signor.

The employees of Alliant Personnel Resources LLC are "at will" employees. This means that Alliant Personnel Resources LLC may terminate the employment of any employee at any time for any reason, or no reason at all, and the employee may terminate their employment at any time for any reason, or no reason at all. Employment is for an indefinite period and is subject to change in conditions, benefits, and operating policies.

The information contained in this document is in summary form and is intended to give you an overview of what is expected. Many items covered here may be covered in more detail in other company documents, which documents are controlling. Alliant Personnel Resources LLC reserves the right to at any time supplement, revise, revoke or rescind any part or all of this policy manual or any or all of the benefits or policies set forth herein.

Alliant Personnel Resources LLC reserves sole discretion to interpret this policy manual or any policy or benefit contained in this policy manual.

ADMINISTRATIVE BASICS

Availability of Alliant Personnel Resources, LLC Office Staff

The Alliant Personnel Resources, LLC office, located in Carroll, IA is open Monday through Friday from the hours of 8:00am – 5:00pm. Our local telephone number is (855) 413-5006. Outside of normal business hours and in the event of an emergency please contact us at the same number listed above. Alliant Personnel Resources, LLC's on call staff will be available to assist you.

In the event of an emergency, natural disaster or other uncontrollable event, Alliant Personnel Resources, LLC will continue to provide service to you through our network from a location where phones and computers are functional. Alliant Personnel Resources, LLC will do everything possible to support you in meeting your needs during crisis situation(s). A copy of our Emergency Management Plan is available upon request.

Work Related Injuries and/or Exposures

Alliant Personnel Resources, LLC provides Workers Compensation insurance for its employees as required by law. It is our philosophy that if an employee is injured while at work, it is our intent to assist that employee to return to work as soon as possible. The employee is obligated to report a work-related injury to Alliant Personnel Resources, LLC as soon as possible. An Injury Report Form needs to be completed by the employee as soon as possible after the injury.

Depending on the severity of the injury and when the injury was reported will determine where a physician will see the employee.

1. In the case of an emergency situation, the employee is advised to go to the emergency room. If it is not an emergency situation, Alliant Personnel Resources, LLC will advise the employee where to seek medical help. The injury will be reported to the worker's compensation insurance provider who will manage the employees' return to work.

Supervisors

Questions about your job, pay, benefits, and other direct employer related questions or concerns should be directed to, and only to, your Primary Alliant Contact.

Onsite job issues, questions or concerns may be appropriately directed to either your onsite supervisor and/or your Primary Alliant Contact, such as relations with your co-worker, policies and procedures. Look to your supervisor for guidance and seek his/her assistance when you encounter difficulties. Cooperation and communication with your supervisor will promote a mutually beneficial work environment.

Each employee must follow the directions of his/her supervisor. Your supervisor is responsible for directing your work throughout your shift; evaluating your performance, providing instruction and guidance in your job, and taking any disciplinary action that may be necessary; though others at Alliant Personnel Resources LLC from time to time also may exercise one or more of these responsibilities. Disrespect of management or a supervisor, or disregard of the authority of either, will not be tolerated and may result in disciplinary action, up to and including termination of employment.

GENERAL PAYROLL INFORMATION

Employment Categories and Classifications

Each Field Employee is categorized as either exempt or non-exempt. Ask your supervisor if you are not certain of your classification. Your Job Offer or Employee Assignment Agreement will give your exact status in writing.

Non-Exempt employees are entitled to overtime pay. Overtime pay is paid to non-exempt employees at the rate of one and one-half times the employee's regular hourly rate of pay for each hour or portion of an hour (rounded to the nearest tenth of an hour) worked in excess of 40 hours OR the above statement will be superseded by any local, state, or federal law that mandates different rate of pay or overtime trigger by number of hours in a week or day as mandated by the law itself. For this purpose, the workweek begins at 12:01 a.m. Sunday and ends at 11:59 p.m. Saturday Unless indicated otherwise in your specific Job Offer or Employee Assignment Confirmation. The work week start/end may vary from assignment to assignment or Client to Client. Overtime must be authorized and approved by your supervisor in advance.

Exempt employees are not entitled to overtime pay.

In addition, each employee is classified as either a full-time or part-time employee.

A *full-time employee* is defined as a common law employee employed in a category designated by management and scheduled to work at least 30 hours per week.

A *part-time employee* is defined as a common law employee employed in a category designated by management and scheduled to work less than 30 hours per week.

Time Cards

All employees must record their time either via an Online Timesheet or on paper time cards or by submitting facility clock in/out time reports as determined by the client. Your supervisor will provide you with instructions for timekeeping and/or timecards for you to keep a current record of your time at work. You are responsible for maintaining an accurate current record of your working hours. Accordingly, you must use the timecard to record the time you begin, and end work each day, and the beginning and end of any split shift. You also must record on your timecard when you are absent from work, for any reason whatsoever.

Your timecard is the record on which you (and in some cases Alliant Personnel Resources LLC) are paid. Consequently, it is important that your timecard be accurate and complete and not be lost, falsified, or mutilated. If your timecard is lost, you may not be paid. If you become aware of a mistake on your timecard, you must immediately inform your supervisor and/or the payroll liaison with the necessary correction.

If an incorrect timecard report is discovered after that week's payroll has already been issued, a corrective action will be taken on future paychecks by Alliant to recover overpayment or provide correction for underpayment regardless of fault.

Falsification of your time card (including but not limited to, hours) can result in immediate termination.

Payroll

Most Alliant Personnel Resources LLC employees are paid on a weekly basis every Friday.

In addition, direct deposit of your payroll check is available and is strongly suggested.

Please contact your supervisor with any questions concerning the payroll process and your pay.

Payroll Deductions

Certain deductions are required by law to be taken from everyone's pay while others are employee authorized. Deductions required by law include federal withholding tax, social security and Medicare contributions, and in most states, state withholding tax. Deductions from pay also will be made in accordance with any legally binding order or garnishment or contracted deductions based on time worked each pay period. Employees also may voluntarily elect to make certain deductions from pay for certain employee benefits offered from time to time by Alliant Personnel Resources LLC. Employee authorized deductions are those which may include premium payments for benefits.

Holiday Pay

Holiday pay varies for each client facility. For further information on holiday pay, check your assignment agreement and/or consult with your Alliant Personnel Resources, LLC account manager for your current assignment.

Lunch Break Policy

Alliant Personnel Resources, LLC Employee agrees to clock in and out for a minimum of thirty (30) minutes and up to a maximum of one (1) hour for meal periods, unless otherwise specified by facility policy. If the facility requests Alliant Personnel Resources, LLC Employee to work their lunch period due to patient care and safety, Alliant Personnel Resources, LLC Employee agrees to obtain a supervisor signature from a Client Manager for each applicable shift and to have the supervisor sign off their approval on the sign-in sheet in the nursing office

Orientation

Hospital orientation information or requirements will be provided to Alliant Personnel Resources, LLC Employee prior to assignment start by a representative of the client facility. Alliant follows Joint Commission and OSHA recommendations in providing a comprehensive online orientation that must be complete prior commencing work at the client facilities.

Clinical Supervision

Management or Clinical Liaison provides clinical staff supervision for Alliant Personnel Resources, LLC's healthcare professionals. Management or Clinical Liaison understands the scope of services provided by the disciplines supervised. The Management or Clinical Liaison utilizes the appropriate practice acts, the professional licensing and certification boards and professional associations as clinical resources, as needed. It is management or the Clinical Liaison's responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies.

Floating Policy

Alliant Personnel Resources, LLC employees may only be placed in assignments that match the job description for which Alliant Personnel Resources, LLC assigns them. If an employee is asked to float to another department with the customer, the department must be a like department or unit and the float employee must have demonstrated previous competency and have the appropriate certifications, credentials for that department/unit. Employees should only be floated to areas of comparable clinical diagnoses and acuties.

The following procedures should be followed for healthcare professionals and nurses in particular who are assigned to an area in which they do not feel competent:

- The healthcare provider will immediately notify Alliant Personnel Resources, LLC.
- The Alliant Personnel Resources, LLC employee is obligated to inform the hospital of his/her professional limitations based upon the Nurse Practice Act standards and upon Alliant Personnel Resources, LLC client contract specifications as they relate to the assignment.
- The President or Clinical Liaison at Alliant Personnel Resources, LLC will work within the bounds of each discipline's Professional Association or State Governing Body and the client agreement to resolve the issue.
- Alliant Personnel Resources, LLC will pay healthcare professional for hours worked up until the end of his/her shift.
- Alliant Personnel Resources, LLC will pay nurse for hours worked up until the end of his/her shift.

CODE OF BUSINESS ETHICS

The first element of the Code of Business Ethics is putting the interests of the client facilities and ultimately the patient above our personal and individual interests. It is in the best interest of Alliant Personnel Resources, LLC to avoid conflicts of interest between the client hospital, employees and staff.

Alliant Personnel Resources, LLC has developed corporate compliance guidelines to supplement and reinforce our client facilities' existing policies and procedures. It is also meant to assist Alliant Personnel Resources, LLC comply with all applicable laws, rules and regulations.

- All employees are responsible for conducting their jobs in a manner reflecting standards of ethics that are consistent with accepted criteria for personal integrity
- Preserving Alliant Personnel Resources, LLC reputation for integrity and professionalism is an important objective. The manner in which employees carry out their responsibilities is as important as the results they achieve.
- All activities are to be conducted in compliance with both the letter of the law and spirit of the law, regulations, and judicial decrees.
- No employee should, at any time take any action on behalf of Alliant Personnel Resources, LLC, which is known or should be known to violate any law or regulation.
- Information about healthcare provider's medical condition and history is required during the hiring process. Alliant Personnel Resources, LLC recognizes this health information and electronic information must be held securely and in confidence. It is the policy of Alliant Personnel Resources, LLC that clinical staffs' specific information is not to be released to anyone outside of Alliant Personnel Resources, LLC without a court order, subpoena of applicable statute.
- Marketing materials, regardless of medium, shall accurately describe the services, facilities and resources of Alliant Personnel Resources, LLC
- To maintain high standards of performance, Alliant Personnel Resources, LLC employs only those individuals it believes are most qualified without regard to race, color, religion, sex, age, national origin, handicap or disability in compliance with all federal and state laws regarding discrimination.
- Alliant Personnel Resources, LLC is committed to maintaining a work place environment in which employees are free from sexual harassment.
- Alliant Personnel Resources, LLC will not tolerate violence or threats of violence in the workplace, including but not limited to abusive language, threats, intimidation, inappropriate gestures and/or physical fighting by any employee. These actions are strictly prohibited and may lead to severe disciplinary action up to and including termination.

- Alliant Personnel Resources, LLC recognizes that its employees and clinical staff are its most valuable assets and is committed to protecting their safety and welfare. Employees are required to report accidents and unsafe practices or conditions to their supervisors or other management staff. Timely action will be taken to correct unsafe conditions.
- Employees that are licensed or certified in any profession shall follow all applicable rules and professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
- Alliant Personnel Resources, LLC prohibits the use or possession of illegal drugs and alcohol abuse on Alliant Personnel Resources, LLC property or while engaged in company activity.
- Alliant Personnel Resources, LLC is committed to providing initial and ongoing education for all employees regarding their responsibilities to uphold the code of business ethics and this set of Alliant Personnel Resources, LLC's Corporate Compliance guidelines.
- Alliant Personnel Resources, LLC prohibits field staff to discuss bill rates of hospitals or special rates of Alliant Personnel Resources, LLC with other healthcare providers.
- Alliant Personnel Resources, LLC prohibits field staff to discuss personal or business affairs of any employee (field or office staff) with any individual not directly involved with the said personal or business affair.
- Alliant Personnel Resources, LLC is committed to protecting the privacy, confidentiality and security of personal (education, employment and health) information of its employees. This policy is designed to assure compliance with applicable state and federal laws and regulations.
- Alliant Personnel Resources, LLC is committed to protecting its own and its client's trade secrets, proprietary information and other internal information.
- It is the desire of Alliant Personnel Resources, LLC to provide authorized third parties with information whenever requested while committing to our responsibility to control the release of information to protect the privacy and confidentiality of the employee and/or corporate information.
- Employees are not authorized to issue any statement, written or oral, to any news media representative or grant any public interview pertaining to the company's operations or financial matters.

Any employee that becomes aware of any ethical issues or unethical practices must immediately report it to their supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, because of their involvement in the situation, you should immediately contact the Alliant Personnel Resources, LLC Corporate Office or any other member of management. Any employee can raise concerns and make reports without fear of reprisal or retaliation.

All reports and inquiries are handled confidentially to the greatest extent possible under the circumstances. You may choose to remain anonymous, though in some cases that can make it more difficult to follow up and ensure resolution to the situation.

Alliant Personnel Resources, LLC wants every employee to report violations of our ethical or other principles whenever you see them or learn about them. In fact, it is a requirement of your employment. If you do not know whether something is a problem, please ask a member of management.

STANDARDS OF CONDUCT

It is the responsibility of every member of Alliant Personnel Resources, LLC's clinical field staff to exercise appropriate judgment, and conduct themselves in a manner that reflects the highest standards of professional and personal ethics and behavior.

EMPLOYEE RESPONSIBILITIES

Alliant Personnel Resources, LLC Employee is and shall be duly licensed to practice his/her profession in any State where Alliant Personnel Resources, LLC Field Employee is assigned and shall maintain current professional standing at all times. Evidence of such licensing shall be submitted to Alliant Personnel Resources, LLC prior to commencing the Assignment. Alliant Personnel Resources, LLC Field Employee agrees to give immediate notice to Alliant Personnel Resources, LLC in the case of suspension or revocation of his/her license, initiation of any proceeding that could result in suspension or revocation of such licensing, or upon the receipt of any notice or any other matter which may challenge or threaten such licensing.

Alliant Personnel Resources, LLC Field Employee agrees to submit to Alliant Personnel Resources, LLC, before commencing any Assignment, all requested documentation that is necessary to comply with Joint Commission, Client and Alliant Personnel Resources, LLC expectations 10 days prior to Assignment start date in Assignment Detail.

Alliant Personnel Resources, LLC Field Employee agrees to and shall observe and comply with the applicable policies, procedures, rules and regulations established by Client.

Alliant Personnel Resources, LLC Field Employee agrees to work all scheduled shifts as directed by Client (including weekends and holidays).

Alliant Personnel Resources, LLC Field Employee agrees to adhere fully with all quality assurance, peer review, risk management program or other programs that may be established by Client to promote appropriate professional standards of medical care. Alliant Personnel Resources, LLC Field Employee agrees to accept both clinical and operational supervision from his/her immediate supervisor.

Alliant Personnel Resources, LLC Field Employee agrees that patient records and charts shall at all time remains the property of the Client. Alliant Personnel Resources, LLC Field Employee agrees to maintain the confidentiality of all information related to patient records, charges, expenses, quality assurance, risk management or other programs derived from, through, or provided by clients and all information related to this Agreement.

Alliant Personnel Resources, LLC Field Employee agrees to immediately provide written notice to Alliant Personnel Resources, LLC as to any legal proceeding instituted or threatened, or any claim or demand, made against Alliant Personnel Resources, LLC Field Employee or Alliant Personnel Resources, LLC with respect to Alliant Personnel Resources, LLC Field Employee's rendering of services under this Agreement.

Alliant Personnel Resources, LLC Field Employee agrees to notify Client of any unscheduled absence at least two (2) hours prior to beginning a shift and to notify Alliant Personnel Resources, LLC within twenty-four (24) hours to report the unscheduled absence.

Any injury or illnesses suffered by Alliant Personnel Resources, LLC Field Employee must be reported to an Alliant Personnel Resources, LLC representative within 24 hours of the incident. If injury occurs while working, notify your supervisor immediately, and if applicable, seek appropriate medical attention and follow the Client's specific injury procedures.

Employee agrees not to disclose any Alliant Personnel Resources, LLC trade secrets or any confidential or proprietary information of Alliant Personnel Resources, LLC, Alliant Personnel Resources, LLC employees, Clients, or patients of Clients. Alliant Personnel Resources, LLC Field Employee further agrees not to compete either as a direct competitor or with a competing company at the Client assignment where Alliant Personnel Resources, LLC Field Employee has been placed by Alliant Personnel Resources, LLC

GENERAL STANDARDS

The following set of standards, are to inform and guide, all staff assigned to work in hospital units. The guidelines below include but are not limited to the following:

- 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, and patient care providers are to support Alliant Personnel Resources, LLC's policies and procedures in this regard.
- Interactions with all hospital patients, visitors, employees, physicians, vendors, etc., must be conducted in a courteous and professional manner at all times ensuring that Alliant Personnel Resources, LLC is always presented in the most favorable light.
- The practice of counseling of the patient regarding personal problems and / or participation of the Alliant Personnel Resources, LLC patient care provider in conversations with patients about topics not relevant to the plan of care--is discouraged and unacceptable.
- Patients are to be dealt with equally and fairly and the selection of "favorites" is not acceptable
- Appropriate language is to be used at all times when an Alliant Personnel Resources, LLC patient care staff member is at an Alliant Personnel Resources, LLC client facility, and in any patient care area private and / or public. Abusive, profane, threatening, demeaning, language resulting violation of HIPPA regulations or compromising patient confidentiality can result in immediate termination
- Touching patients, except in the direct delivery of care or by a greeting, is prohibited
- Socializing with patients and/or patient's significant others outside of the facility is unacceptable
- Socializing with patient's and/or patients' significant others after discharge from the Hospital is prohibited. Staff are 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. Staff should discuss with their manager, any matter of concern regarding their contacts with current or former patient/family members of patient's significant others.

- All staff will uphold all rules and regulations related to patient confidentiality in all areas including patient care, public and non-patient care areas. These rules and regulations include but are 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 ground for termination and/or civil action.
 - Conversations regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
 - Problems of a patient are not to be discussed with another 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.
- Personal problems, concerns or personal life information of patient care providers are not to be discussed with any patient, patient group or family/significant others.
- Staff is not to discuss disagreements or criticize other patient care providers or physicians within the earshot of patients/families/significant others. 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 toward patient care. Personal reading and conversations, including personal phone calls, are not to be conducted in these areas.
- Employees must avoid any situation, which involves a possible conflict between their personal interests and those of Alliant Personnel Resources, LLC Staff shall not solicit, and are encouraged not to accept gifts or compensation of any kind from any individual or Alliant Personnel Resources, LLC outside of Alliant Personnel Resources, LLC as a consequence of their position at Alliant Personnel Resources, LLC
- Any inappropriate interactions between patients and staff, staff and staff, or staff and others within the hospital will be met with investigation and quick response within the framework of Alliant Personnel Resources, LLC policy and procedure.
- Employees who are licensed or certified in any profession shall follow all applicable rules or professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
- All Alliant Personnel Resources, LLC patient care staff will be expected maintain English proficiency standards and use English exclusively during all paid working hours.
- The client's name badge must be worn at all times while on assignment, above the waist with name and title fully visible.
- While at the hospital, all employees must follow these basic rules:
 - Eating and drinking are only permitted in the cafeteria, designated employee lounges, unit conference rooms and in private offices, when not in use for patient care.
 - Sleeping is not permitted during paid working hours.
 - Personal phone calls on the unit during work time are prohibited, except in emergency situations
 - Assigned duties must be carried out in a timely, efficient manner as directed or delegated.
 - When entering a patient room and/or when greeting a patient, practice the following.
 - Knock before entering
 - Greet the patient by name
 - If it is first contact of the day, introduce yourself by name and title
 - Tell the patient why you are in the room.
 - When exiting a patient room Alliant Personnel Resources, LLC patient care staff is expected to:
 - Inform the Patient / Family that you are leaving
 - State time you expect return
 - Ask if there is anything the pt. / family needs before you leave

Confidential Information

Confidential information of Alliant Personnel Resources LLC, of any nature and in any form whatsoever, including, but not limited to, all data or information that is competitively sensitive or is not generally known or available to the public, client lists and files, and personnel records and data, shall be kept confidential and private and shall not be removed from Alliant Personnel Resources LLC premises without prior written authorization of Alliant Personnel Resources LLC. Such confidential information shall only be used for the benefit of Alliant Personnel Resources LLC and its interests. At the discretion of management, employees will be required to sign a confidentiality agreement, non-solicitation agreement and/or agreement not to compete containing such provisions as Alliant Personnel Resources LLC deems appropriate.

Regardless of the execution of a Confidentiality Agreement or lack thereof, all documents, information, and proprietary information shared verbally or in writing with employees is considered the property of Alliant Personnel Resources LLC, confidential and is restricted from being shared with individuals outside of the company, particularly individuals or companies

in direct or indirect competition with Alliant Personnel Resources LLC. In the case of end of employment, employees are required to return to Alliant Personnel Resources LLC, all company documents, information, and other company property and delete all digital copies they may possess.

Alliant Personnel Resources LLC reserves the right to pursue legal action against Employees and the subsequent individuals and/or companies that such proprietary information is shared with. Such action may include but is not restricted to criminal charges and/or pursuing financial restitution for damages to Alliant Personnel Resources LLC relating to such violations.

Conduct

The maintenance of extremely high standards of honesty, integrity, performance and conduct is essential to the proper performance of our business, the satisfaction of our clients and the maintenance of our clients' trust. Alliant Personnel Resources LLC expects its employees to have careful regard for our standards and avoid even the appearance of dishonesty or misconduct. Our employees are expected to conduct themselves at all times in a professional and courteous manner, to exercise good judgment in the discharge of their responsibilities, and to conduct themselves in a manner that can be supported by management.

Any misconduct or violation of the policies in this policy manual or otherwise of Alliant Personnel Resources LLC may result in disciplinary action up to and including termination of employment. Following are examples of conduct that may result in such disciplinary action:

1. Unsatisfactory or careless performance or neglect of duties.
2. Failure to use or maintain Alliant Personnel Resources LLC or client property in a proper manner.
3. Altering, removing or destroying Alliant Personnel Resources LLC or client records and/or property.
4. Deliberate or careless damage to Alliant Personnel Resources LLC or client property.
5. Falsifying personal, client or Alliant Personnel Resources LLC records, including any employment application or other employment information, or any other records or documents related to the Alliant Personnel Resources LLC, its business or any of its clients, employees or representatives.
6. Failure to comply with Alliant Personnel Resources LLC policy, including its Attendance and Punctuality policy.
7. Dishonesty of any kind, including theft or misappropriation of property of Alliant Personnel Resources LLC, its employees, or past, current or prospective clients or representatives.
8. Possession, use or display of any weapon on Alliant Personnel Resources LLC premises or while on Alliant Personnel Resources LLC business.
9. Possession, use or being under the influence of drugs or alcohol on the premises or while on Alliant Personnel Resources LLC business.
10. Any conduct endangering, or any verbal or nonverbal threat to endanger, property, life, safety or health.
11. Disrespect for management, or any supervisor or employee or client of Alliant Personnel Resources LLC, including insubordination, failure to perform any reasonable assignment, or obscene or abusive language or behavior.
12. Willful violation of HIPAA privacy laws.
13. Violations of Alliant Personnel Resources LLC harassment policy or any other form of unlawful or unethical conduct, harassment or discrimination.
14. Off-duty or pre-employment conduct that reflects or may adversely reflect on Alliant Personnel Resources LLC if the employee were to remain employed.
15. Insubordination in respect to direction provided by Alliant management or assigned Client Management.
16. Failure to meet pre-established goals/benchmarks.

These examples are not all-inclusive, but merely illustrate the kind of conduct that may be detrimental to Alliant Personnel Resources LLC, its clients or employees. Employees may be discharged or disciplined for conduct not specifically mentioned in this policy manual, as determined in the sole discretion of the Alliant Personnel Resources LLC.

Attendance and Punctuality

You are an important member of the Alliant team. When you are absent, a burden is placed on your co-workers to ensure that all work is covered and performed. Therefore, each of us should strive for the best attendance record possible. Alliant considers regular attendance and maintaining an acceptable attendance record to be essential functions of each job. Unacceptable absenteeism, tardiness and/or leaving early present a hardship to all employees. In short when you accept a position with Alliant

Personnel Resources LLC you assume obligations. One of those obligations is to perform the duties of your position during the times specified. You are expected to be punctual and keep absences to a minimum. Failure to report, unjustified or excessive absence or tardiness may result in discipline, up to and including discharge from employment. Additionally, punctuality and attendance are factors that may be considered when determining promotions, salary increases and qualification for other benefits.

Absenteeism

Definitions:

Unreported Absence. An unreported absence occurs when an employee simply does not show up for work when scheduled and does not comply with Company policies regarding notifying his/her supervisor of the absence.

Absence. A failure to work as scheduled, **except** for the following reasons:

- Jury Duty
- Bereavement Time Off
- Pre-Approved and Pre-Scheduled PTO
- Injury/Illness of the employee or a family member¹
- A work-related injury or illness
- FMLA Leave of Absence
- Personal Leave of Absence
- Military Leave of Absence
- Layoff or Lack of Work

Tardiness. Starting at your work station past the scheduled starting time or returning late from a break or a meal period. If the time missed is two (2) hours or less, it will generally be considered a tardy. If the time missed is more than two (2) hours, it will generally be considered an absence instead. As with absences, this excludes any late start or return to your work station after a break due to pre-approved and pre-scheduled PTO, your own injury or illness or the injury or illness of a family member, or other approved time off.

Leaving Early. Leaving work earlier than your scheduled quitting time or leaving early for a break or meal period. If the time missed is two (2) hours or less, it will generally be considered a leave early. If the time missed is more than two (2) hours, it will generally be considered an absence. Leaving early excludes any late start or return to your work station after a break due to pre-approved and pre-scheduled PTO, your own injury or illness or the injury or illness of a family member, or other approved time off.

Reporting Procedure: If you are unable to work as scheduled, you are expected to notify your supervisor, department manager or facility manager. Notification should ordinarily be given each day you do not report to work. Except in the case of an emergency, notice should be provided at least two (2) hours prior to the beginning of your scheduled shift. If you must be absent after you report to work, notification must be given when you first learn that you must leave work, but (except in an emergency) no later than one hour before you must leave work. It is your responsibility to personally make the contact unless you are physically unable to do so, in which case, you should have someone else make the contact for you. Although we request that you utilize this reporting procedure, please note that for scheduled time away from work or for time away from work that is not included as a formal "Absence" as defined in this policy, this procedure may not apply.

¹ This includes any related or similar reason listed in any applicable state or local statute, regulation, or ordinance, such as any of the following reasons:

1) Your own or a family member's mental or physical illness, injury or health condition, need for medical diagnosis, care, or treatment of a mental or physical illness, injury or health condition, or need for preventive medical care, including the need to care for a family member for any of these reasons; or

2) an absence necessary due to domestic violence, sexual violence, abuse or stalking, provided the leave is to allow you or a family member to obtain services as a result of such violence or abuse.

One or more unreported or unjustified absences, tardiness, or instances of leaving work early within any 12-month period may result in disciplinary action, (up to and including termination of employment). If you have unreported absences for 3 consecutive days, you will be considered to have voluntarily resigned without notice at the end of the third day and your position may be filled.

Unacceptable Attendance. Unacceptable attendance can occur in a number of ways. First, an employee may be absent from work an excessive amount of the time. Second, an employee may incur an excessive number of incidents of tardiness or leaving early. Third, an employee's overall attendance record (a combination of absence, tardiness and leaving early) may also be excessive. Finally, an employee may engage in a pattern of behavior suggesting that the employee may be misusing time off and/or manipulating our attendance policy. Although it is impossible to design an attendance policy with a specific "formula" that will be appropriate in all circumstances, the following examples will be utilized and applied to determine if an employee has an unacceptable attendance record.

Excessive Absenteeism: Even if an absence is reported, you may be subject to disciplinary action (up to and including termination of employment) if you miss work too often. Examples of excessive absenteeism include, but are not limited to:

- a. Twelve full or partial days absent, consecutive or not, in any 12-month period.
- b. Three full or partial days absent, consecutive or not, in a 30-day period.
- c. Five full or partial days absent, consecutive or not, in any 6-month period.

Alliant Personnel Resources LLC, in its sole discretion, will determine excessive absenteeism. As a reminder, time off work that is not defined as an "absence" in this policy will not result in disciplinary action.

Excessive Tardiness: Even if tardiness is reported, excessive tardiness will result in disciplinary action, up to and including termination. Examples of excessive tardiness include, but are not limited to:

- a. Any tardiness on any three days in any 30-day period.
- b. Any tardiness on any five days in any 3-month period.
- c. Any tardiness on any twelve days in any 12-month period.

DRESS CODE/FINGERNAIL POLICY

Dress code policy must be followed at all times while on the hospital premises. The Alliant Personnel Resources, LLC dress code includes but is not limited to the following:

- 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.
- Unacceptable attire includes but is not limited to:
 - Bare midriffs
 - Low cut, tank, tube or sleeveless tops
 - Transparent, provocative, excessively form fitting or revealing clothing
 - Mini skirts
 - Sweat (warm-up) shirts or pants
 - Clothing with printed messages, caricatures or pictorial representations (e.g., university logos, beverage cans, and cartoon characters) applications that have the potential of falling off (e.g. sequins, glitter) shorts. Note: Exception business attire that is identified by small logo (e.g. Polo insignia).
 - Denim jeans (any color).
 - Spandex tights or leggings.
 - Fishnet stockings.
 - Hats (other than nursing caps).

Note: Exceptions to these rules may be made with the written approval of the manager when the job expectations demand different attire.

- Jewelry is to be kept at a minimum and be in keeping with the general safety and infection control practices for the employee and the patient. Long dangling earrings, large or excessive necklaces and/or bracelets and sharp rings are not

acceptable.

- Fingernails must be kept short, clean and natural; no artificial applications are to be worn.
- Hair must be neat and well-groomed.
- Shoes must be clean, in good repair, provide good support and protection and allow for quick and efficient movement as necessary in the performance of job duties, including emergencies. Heels should not be more than two-and-a-half inches high. Open-toed and open-back shoes are not permitted. Socks or stockings must be worn at all times.

CUSTOMER SERVICE

It is important for all Alliant Personnel Resources, LLC nurses to promote our culture of service excellent while on assignment at a client facility. Every time you interact with a customer and patient, you are representing Alliant Personnel Resources, LLC.

Behaviors of Exceptional Customer Service:

1. Take pride and joy in creating a positive experience.
2. Smile and be friendly.
 - a. Make eye contact
 - b. Give a genuine warm greeting, using patient/customer name when possible
 - c. Be positive, talk positively
 - d. Respect patients and co-workers
 - e. Take ownership: you are responsible for safety, cleanliness and confidentiality

Standards of Service Excellence

1. Use L.E.A.P: if you receive a patient complaint, OWN IT!
 - a. L- Listen
 - b. E- Empathize
 - c. A- Ask questions
 - d. P- Produce a solution
2. Customer perceptions are reality: Deliver service the customer wants (not what you think they want)
3. Provide SMART feedback to team members. Everyone wants feedback. Build positive relationships with coworkers by recognizing their strengths, successes and weaknesses. Be:
 - a. S- Sensitive
 - b. M- Meaningful
 - c. A- Accurate
 - d. R- Reinforcing
 - e. T- Timely

Any violations of the Code of Conduct will be investigated and may result in Disciplinary action up to and including termination, per Alliant Personnel Resources, LLC Policy and Procedures.

SUBSTANCE ABUSE: DRUGS IN THE WORKPLACE

Alliant Personnel Resources, LLC believes that maintaining a workplace that is free from the effects of drug and alcohol abuse is the responsibility of all persons involved in our business, including Alliant Personnel Resources, LLC employees and clients.

The use, possession, sale or transfer of illegal drugs or alcohol on company property, in company vehicles, or while engaged in company activity is strictly forbidden. Also, being under the influence of drugs or alcohol, while on company property, in company vehicles, or while engaged in company activities is strictly forbidden. A violation of this policy will result in disciplinary action up to and including termination. Depending upon the circumstances, other action, including notification of appropriate law enforcement agencies, may be taken against any violator of this policy. In accordance with the Drug-Free Workplace Act of 1989, as a condition of employment, patient care providers must comply with this policy and notify management within five (5) days of conviction for any use of, or distribution of a controlled substance. Failure to do so will result in immediate termination of employment pending the outcome of any legal investigation and conviction.

For the protection of our employees, the public and to insure an environment as free from the influence of illegal drugs as is reasonably and practically possible, the company requires a pre-employment drug screen, annual drug employment screen and

reserves the option to conduct a “for cause” drug screen for the presence of illegal drugs under certain conditions. Consent to the testing program will be a condition of further employment of each and every employee. If any director, manager, supervisor or other company officer or client representative has any suspicion that an employee under his or her supervision may be affected by or under the influence of illegal drugs, the employee under suspicion will be asked to undergo a laboratory test to determine the presence of illegal drugs. Refusal to take the test will subject the employee to immediate termination. Additionally, consistent with the law, drug and alcohol screening tests will be given after accidents or near misses, or upon reasonable suspicion of alcohol or drug use, when a client requires pre-assignment testing, or upon any other circumstances which warrant a test.

SMOKING

Smoking is only permitted in those places and at those times designated by Alliant Personnel Resources LLC on company property or policy is dictated by onsite Client Facility policy when on assignment on Client property. Using E-Cigarettes is considered to be included and considered the same as ‘smoking.’ Do not smoke near any area where flammable or combustible materials, such as solvents, are used or stored. Other rules regarding smoking may apply depending on your work location. If you have any questions, ask your supervisor.

SEXUAL AND OTHER UNLAWFUL HARRASSMENT

Alliant Personnel Resources, LLC is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual Harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples.

- Unwanted sexual advances—verbal and/or non-verbal.
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, e-mails or invitations.
- Physical conduct that includes touching, assaulting or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly as term or condition of employment;
- Submission or rejection of the conduct is used as a basis for making employment decisions, or
- The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

Upon experiencing or witnessing sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Alliant Personnel Resources, LLC Corporate Office or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the greatest extent possible, the alleged victim's confidentiality, that of any witnesses, and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, the alleged victim will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the

President or any member of management, so the allegation can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

PHYSICAL ASSAULT/WORKPLACE VIOLENCE

Alliant Personnel Resources, LLC is committed to providing a safe and secure workplace and an environment free from physical violence, threats and intimidation. Employees are expected to report to work to perform their jobs in a nonviolent manner. Conduct and behaviors of physical violence, threats or intimidation by an employee may result in disciplinary action up to and including discharge and/or other appropriate action.

Alliant Personnel Resources, LLC will not permit employment-based retaliation against anyone who, in good faith, brings a complaint of workplace violence or who speaks as a witness in the investigation of a complaint of workplace violence.

Definitions

Workplace violence is any physical assault, threatening behavior or verbally abusive remark that is made in the workplace and/or effect the workplace behavior of an employee, which includes but is not limited to:

1. **Verbal Abuse:** Any verbal expression issued with the intent of creating fear or intimidation in another individual, or group of individuals, or verbal remarks or comments expressed in a loud, harsh or threatening tone of voice or in a joking manner within the workplace.
2. **Physical Abuse:** Any intentional movement of the body, which may include touching, gestures, pushing, striking, stalking or any unwanted intrusion of “reasonable space” of an employee. Any intentional use of any object toward an individual.
3. **Creating a Hostile Work Environment:** Any intentional nonphysical action that can be considered intimidating or harassing with the intent of creating an environment that has the purpose or effect of unreasonably interfering with an individual’s performance of where behaviors create hospital or threatening environment.

Responsibilities

1. **Management:** Management will foster an environment that is safe and free from workplace violence and will take action immediately to reduce the effects of workplace violence and/or verbal or physical abuse.
2. **Employee:** Employees will conduct themselves in such a way to reduce the possibility of any conflicts or acts that would create a violent, abusive or unsafe workplace environment for themselves or others. Employees will notify management of workplace violence incidents, which have occurred on or off-site that has the potential of impacting the work environment. Employees will remove him/herself from any situation that may result in workplace violence. This means that if confronted with a potential situation involving workplace violence, an employee must make a serious attempt to retreat from the situation and report to management.

SUSPECTED ABUSE: IDENTIFICATION, TREATMENT AND REPORTING

Elder/Adult Abuse

With an elderly person (65 years of age or older) or disabled adult (18 years of age or older), abuse means the willful infliction of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical harm or pain or mental anguish or the willful deprivation by a caretaker or one’s self of goods or services which are necessary to avoid physical harm, mental anguish, or mental illness.

Signs and Symptoms of Elder/Adult Abuse

- Patient or family member states that abuse is happening in the home
- Explanation for injuries is inconsistent with the injury
- Family or caregiver attempts to conceal injury
- Indications that someone is exploiting patient’s finances or property
- Delay in seeking treatment
- Multiple bruises or injuries in various stages of healing
- Human bite marks
- Burns especially on back or buttocks
- Bruises in the shape of a hand or fingers

- Patient's behavior changes in the presence of the family or caregiver

Child Abuse

With a child (under 18 years of age), abuse includes:

1. Mental or emotional injury that results in an observable and material impairment in the child's growth, development, or psychological functioning;
2. Causing or permitting the child to be in a situation in which the child sustains a mental or emotional injury that results in an observable and material impairment.
3. Physical injury that results in substantial harm to the child or the genuine threat of substantial harm from physical injury to the child
4. Failure to make a reasonable effort to prevent an action by another person that results in substantial harm to the child;
5. Sexual contact, sexual intercourse, or sexual conduct;
6. Failure to make a reasonable effort to prevent sexual contact, sexual intercourse, or sexual conduct.

Signs and Symptoms of Child Abuse

- Burns on the soles of the feet (from forced standing in hot places)
- Burns on buttocks, thighs, hands or feet (from submersion in hot water)
- Explanation for injury does not match developmental stage (for example, caregiver explains a broken leg by saying the patient fell down, but the patient is too young to stand up)
- Evidence of sexually transmitted disease
- Bruising or tearing around the genital area

NEGLECT

With an adult, neglect means failure to provide...the goods or services, which are necessary to avoid physical harm, mental anguish, or mental illness.

With a child, neglect includes leaving the child in a situation where the child would be exposed to a substantial risk of harm, i.e., and failure to seek or follow through with medical care, failure to provide food, clothing, or shelter.

Signs and Symptoms of Elder/Adult Neglect, Including Self-Neglect

- Malnutrition
- Dirty, unkempt
- Unattended medical conditions
- Alcohol or substance abuse by caretakers

Signs and Symptoms of Child Neglect

- Chronic truancy (caregivers do not send child to school)
- Failure to thrive (unexplained weight loss)
- Unexplained delay in development
- Accidental injuries that suggest poor supervision.

Spousal/Partner Violence

Spousal/partner violence involves the situation where a victim has been involved in an intimate, romantic or spousal relationship with the perpetrator. It encompasses violence against both men and women and includes violence in same-sex relationships. It consists of a pattern of behaviors that establish power over another adult

Signs and Symptoms of Spousal/Partner Violence

Signs and symptoms of spousal/partner violence can include the usual signs and symptoms of abuse and neglect. Violence in a relation may not result in physical evidence. For example, the abuser may deny the victim the ability to communicate with friends or relatives. The abuser may abandon the victim in a dangerous place, refuse help when sick or injured or prohibit access to money or other basic necessities.

Exploitation

The illegal or improper act or process or a caretaker using the resources of an elderly or disabled person for monetary or personal benefit, profit, or gain.

- The treatment team may identify possible history of abuse, neglect, or exploitation
- Any staff member suspecting child and or adult abuse and/or neglect is required to report suspicions according to local law and the rules and regulations of the state's Department of Human Services (DHS) or appropriate agency. If clarification is necessary concerning the criteria for reporting in Adult Protective Supervisor will occur without disclosing the identity of the patient and/or family.
- The report to DHS may be made orally or in writing. It shall include:
 - a) The name, age, and address of the person
 - b) The name address of the person responsible for care
 - c) The nature and extent of the person's condition
 - d) The basis of the reporter's knowledge
 - e) Any other relevant information
 - f) Documentation shall occur in the appropriate section of the patient record.
- If circumstances allow, the reporting procedure will be discussed with the patient and/or family involved, prior to the report being made. Consent will be obtained if deemed appropriately by the treatment team.
- Outside agency personnel requesting information about the family should be referred to the patient's physician or other appropriate staff.
- Any act of omission is reportable. A reportable suspicion includes a child victims or abuse shall be documented in the appropriate section of the medical record.
- Symptoms resulting from abuse will be addressed by the patient's treatment team.
- Documentation of physical marking should include photographic documentation (with appropriate patient identification) and included in the appropriate portion of the patient's medical record.
- Any other evidentiary material of abuse released by the patient will be included in the appropriate portion of the patient's medical record.
- Adult patients shall be given information regarding legal counsel
- Physical injuries requiring medical attention will be treated as deemed necessary by the patient's physician.

Abuse Reporting

All healthcare practitioners are mandated reporters. Social workers are not on site 24 hours/day, so practitioners need to know appropriate procedures to take when abuse is suspected. Failure to report child, spousal or elder abuse or neglect is a misdemeanor punishable by up to six months in jail and a \$1000 fine. The law requires that the suspected abuse be reported immediately by telephone and followed up with a written report within 26 hours. In order to recognize these situations, it is important to know signs and symptoms of abuse.

Suspected abuse, neglect and/or exploitation should be reported directly to the Nurse Manager/Nurse Director/Charge Nurse and should include:

- a. A description of the incident
- b. To whom the incident happened
- c. When the incident occurred
- d. Where the incident occurred
- e. Who was responsible for the neglect/abuse?

Maryland Providers

All Healthcare providers are mandatory reporters of child and elderly neglect and abuse verbally then in written form within 48 hours. They are educated upon hire of MD requirements re: Abuse/Neglect reporting requirements per legal statutes sited at <https://c.ymcdn.com/sites/www.nasw-md.org/resource/resmgr/imported/child%20abuse%20reporting%20checklist.pdf>

COMPLAINT RESOLUTION (STAFF AND CUSTOMER)

A Customer Service Complaint is any complaint and/or concern from one of our valued customers regarding a situation or incident that results in dissatisfaction of that customer. The purpose of our complaint policy is to:

- To have a positive impact in improving customer service and satisfaction.

- To understand the causes that underlie a complaint and to focus on making changes to systems and processes to reduce the probability of a similar complaint in the future.
- To prevent potentially compensable events and to protect corporate financial resources potentially jeopardized by customer dissatisfaction.
- To analyze and trend data to identify opportunities for organizational performance improvement.

All Alliant Personnel Resources, LLC patient care providers and internal office staff are entitled to full and equal accommodations, advantages, facilities, privileges and services provided by the company.

Alliant Personnel Resources, LLC accepts complaints from persons who believe that they have experienced a violation of their rights. The following guidelines shall be followed in resolving complaints.

- Complaints must be filed within 30 days of the alleged act.
- The complaint is the written document that describes the occurrence and why the person filing the complaint believes the action or incident was in violation of his/her rights.
- An individual seeking to file a complaint needs to contact Alliant Personnel Resources, LLC management. An intake interview or phone interview will be conducted with the complaining party.
- After a careful screening process, the complaint is investigated to determine if there is sufficient evidence to support the allegation. The complaint documentation must contain a claim which constitutes a violation of the complaining person's rights.
- A complaint may be settled at any time after it is filed. Opportunities will be given to all parties involved to ask questions, provide information, and suggest witnesses in order to resolve the complaint.
- As the investigation proceeds, individuals will be interviewed, and pertinent records and documents will be reviewed.
- The person filing the complaint must cooperate fully by providing accurate information and by supplying documents to support the allegations.
- All information gathered in the course of an investigation is subject to disclosure unless otherwise protected by the individual's right to privacy (e.g. medical records).
- If the complaint is substantiated, a reconciliation conference to settle the complaint will be scheduled. Settlement terms may require:
 - Restoration of previously denied rights.
 - Compensation of any out-of-pocket losses incurred by person filing complaint
 - Correction of other harm(s) resulting from the violation(s).
 - Modification of practices that adversely affect persons protected under law
 - Other actions to eliminate the effects of violation of rights.

Our goal is to always provide you with a consistent level of service. If for any reason you are dissatisfied with our service or the service, we encourage you to contact the Alliant Personnel Resources, LLC Management to discuss the issue. Alliant Personnel Resources, LLC has processes in place to resolve complaints in an effective and efficient manner. If the resolution does not meet your expectation, we encourage you to call the Alliant Personnel Resources, LLC corporate office at (855) 413-5006. A corporate representative will work with you to resolve your concern. Any individual that has a concern about the quality and safety of patient care delivered by Alliant Personnel Resources, LLC health care professionals, which has not been addressed by Alliant Personnel Resources, LLC management, is encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at 630.792.5636. Alliant Personnel Resources, LLC demonstrates this commitment by taking no retaliatory or disciplinary action against employees when they do report safety or quality of care concerns to the Joint Commission.

HUMAN RESOURCES: EMPLOYMENT APPLICATION PROCESS

In keeping with our standard of excellence, Alliant Personnel Resources, LLC's initial application process and ongoing quality assurance initiatives are designed with the primary goal is to provide the highest quality of nursing professionals possible. Our objectives include:

- To recruit and employ those professionals who are dedicated to quality care with proven skill histories.
- To provide a thorough orientation for each nurse so that he/she may perform his/her work in a safe and effective manner.
- To provide consistent opportunities for staff education via our in-service training and staff development program.
- To monitor the quality of nursing performance through regular on-site evaluations
- To work closely with clients while modifying our service concepts to meet their needs.

Each applicant undergoes a stringent screening process to verify skills and commitment to nursing excellence.

Proof of Citizenship or Ability to Work as Required by Law

Alliant Personnel Resources, LLC verifies eligibility to work in the United States. The U.S. Immigration and Naturalization Service require that employees show proof of citizenship/eligibility to work by completing an Employment Eligibility Verification Form (I-9). Failure to produce the necessary proof according to the applicable laws will result in the postponement of employment.

Background Checks

Alliant Personnel Resources, LLC may perform criminal background checks on applicants, which may include a felony and misdemeanor search in the state the applicant resides and may also include states and counties of residence/employment for the previous 7-10 years when specified in the written agreement between Alliant Personnel Resources, LLC and its clients. Criminal background checks can also be conducted post-employment based upon a reasonable suspicion of criminal activity.

In addition, Alliant Personnel Resources, LLC verifies that applicants are not included in the Office of Inspector General's (OIG) or the Excluded Parties List System (EPLS) databases of excluded providers.

License/Certification/Education Verification

Applicants may be required to provide valid, original professional licenses to practice their profession in the state of the assignment, Basic Cardiac Life Support (BCLS) certification and any other professional certifications required for the practice of their specialty when specified in the written agreement between Alliant Personnel Resources, LLC and its clients. Alliant Personnel Resources, LLC conducts primary source verification of professional licenses in all states where Alliant Personnel Resources, LLC Inc. is employing the provider or offering placement for the provider, with the appropriate licensing bodies to verify issue date, expiration date, active status of license and to determine if a license has ever been suspended, revoked, restricted, reprimanded, sanctioned or disciplined. Any disciplinary action on a professional license can be terms for non-employment with Alliant Personnel Resources, LLC and falsification of any documentation will render applicant completely ineligible for employment with Alliant Personnel Resources, LLC

Positions that require a specific educational requirement and/or certification must have verification of such. Where education and licensure are required, but the license may not be obtained without meeting the education requirements, it is not necessary to confirm education, but only to verify the license (Specific example would be an RN where state licensure is required and completion of an approved nursing program or completion of a certain number of continuing education units. In this case, the individual may not obtain state licensure or renewal without completion of an approved program or continuing education units, therefore only license verification would be required. If the position requires state licensure as an RN and a Master's degree, then both the licensure and the education would need to be verified).

It is the employee's responsibility to maintain a current valid license. Failure to do so will result from removal from duties and progressive discipline. Employees are required to immediately notify Alliant Personnel Resources, LLC if a license/certification is suspended or revoked prior to education.

Reference Checking

Alliant Personnel Resources, LLC verifies at least one reference from previous employers or from clinical peers that may provide information related to the applicant's knowledge and applied job skill proficiency or confirm dates of employment.

Pre-Employment Skills and Competency Assessment

To ensure that work is performed safely and efficiently in the hospital setting, all applicants are required to complete a competency self-assessment for every unit and specialty to which they will be assigned. All current competency assessment tools are maintained in their personnel file.

Applicants must also complete a competency examination for every specialty to which they would like to be assigned and receive a passing score of at least 80%. Any applicant not receiving a passing score on their first time will be given one additional opportunity to re-take the competency exam and pass. Failure to achieve a passing score of at least 80% within the first two attempts is automatically ineligible for employment with Alliant Personnel Resources, LLC in addition, all staff must complete a Pharmacology examination and receive a passing score of at least 80%. Any applicant not receiving a passing score on their

first time will be given one additional opportunity to re-take the Pharmacology exam and pass. Failure to achieve a passing score of at least 80% within the first two attempts is automatically ineligible for employment with Alliant Personnel Resources, LLC

Health Screening

Applicants may need to go through a screening process when specified in the written agreement between Alliant Personnel Resources, LLC and its clients, to demonstrate that they are free from communicable disease and are free from any health impairment that is of potential risk to the patient, caregiver, other employees, or that may interfere with the performance of duties. All applicants may need to provide:

- Clearance for Work: are only required when specified in the written agreement between Alliant Personnel Resources, LLC and its clients. If required, the applicant will submit a written clearance for work conducted within the last twelve months prior to hire date. The Clearance for Work shall include whatever specifications are in the written agreement between Alliant Personnel Resources, LLC and its clients, which may or may not include a medical history, physical examination, laboratory work as indicated, and a written report to indicate that the employee is physically and medically qualified to perform the duties to be assigned. In addition, annual physicals are required thereafter
- Tuberculosis Test: are only required when specified in the written agreement between Alliant Personnel Resources, LLC and its clients. TB tests if required may need to be conducted within the last 3-12 months prior to hire date. The TB test may show a negative result. Applicants who test positive as a tuberculin reactor are required to submit documentation of a negative chest x-ray showing no abnormalities and/or provide proof of prophylactic antibiotic therapy. One clear chest x-ray is required for individuals following a positive skin test or documented history of positive skin test, repeat chest X rays thereafter are not required for those who present positive skin results, repeat chest x rays are only required when specified in the written agreement between Alliant Personnel Resources, LLC and its clients. Applicants with positive TB results must also complete a TB questionnaire upon hire and annually thereafter when specified in the written agreement between Alliant Personnel Resources, LLC and its clients.
- Vaccinations: are only required when specified in the written agreement between Alliant Personnel Resources, LLC and its clients. If required the applicant will Submit proof of exposure to or immunization to Rubella, Rubeola, mumps, and Varicella zoster.
- Drug Test: are required as a standard for new hires and when specified agreement between Alliant Personnel Resources, LLC and its clients. If required the applicant will submit a drug screen that may screen any or all of the following: amphetamines, barbiturates, benzodiazepines, cannabinoids, cocaine, meperidine, Methadone, Opiates, Phencyclidine, Propoxyphene or other additional drugs that may be required by Alliant Personnel Resources' clients.
- Hepatitis B: Must provide proof of vaccination to Hepatitis B or sign waiver/declination. The Hepatitis B vaccine and vaccination series shall be made available at no cost to all employees. Employees shall not receive the vaccination if they have previously received the Hepatitis B vaccination series or have antibody resting which reveals the employee is immune or for whom the vaccine is contraindicated for medical reasons.

**** Please note that random drug screening and drug screening for cause may occur at any time.*

Interview and Education

Applicants whose qualifications are in question are interviewed by management or Clinical Liaison. Interviews are designed to determine applicant's knowledge, competence and skills in specified areas of expertise. Interviews are based on actual events and circumstances that applicants are likely to encounter in the work environment.

Applicants are also oriented to Alliant Personnel Resources, LLC's general policies and procedures, as well as specific administrative policies on overtime and scheduling. Orientation for select hospitals is also provided, as specified by select client hospitals.

Applicants are also oriented and asked to acknowledge their comprehension of a variety of topics, including, but not limited to:

- Medication: administration, safety and prevention of errors
- Abuse: Child, elder and reporting, SCAN
- Sexual and domestic violence, assault, rape
- Drugs in the workplace, workplace violence
- Safety: electrical, fire, environmental, safety signals
- Hazardous materials

- Infection control and CDC Hand Guidelines
- OSHA and blood borne pathogens
- Dress code and fingernail policy
- JCAHO education, National Patient Safety Goals, List of Abbreviations/Do-not-use
- Patient rights/advance directives
- Emergency preparedness
- End-of-life care
- Code situation policies
- Sentinel event policies and procedures
- Restraints
- Age-specific education
- HIPAA
- Pain Management
- Body Mechanics
- Documentation: of patient care, transcribing of physician orders
- Conscious Sedation
- Patient safety and education
- Fall prevention

The completion of orientation shall be documented and signed by the applicant. And the form will be retained in the employee's personnel record.

Maintaining Nursing Personnel Files

All personnel files are maintained by HR, HR monitors relevant requirements and expirations of any requirements. Requirements are kept current through daily alerts of soon-to-expire or expired requirements.

Orientation

Alliant Personnel Resources, LLC will provide all new employees with an orientation to the company's policies and procedures. Each employee will receive an Employee Handbook.

Some facilities require some form of orientation. The amount of time required by each facility varies. Some facilities require computer training classes and orientation prior to the first shift worked. The Recruiter will explain required orientation to all employees prior to scheduling first shift with a facility. Orientation time worked at the facility is paid at the orientation rate. (Usually less than regular pay rate)

Some facilities require that their specific pre-employment orientation "packets" be completed by the prospective caregiver at Alliant Personnel Resources, LLC before the first shift is worked, and there is no pay for this required activity.

The first time you visit a facility the following guidelines should be followed:

- Report approximately one (1) hour early for orientation (it may vary for each facility).
- Carry photo ID for evidence of identity when reporting for assignment
- Take your nursing license and certifications with you
- Report to the appropriate supervisor
- It is expected that the healthcare practitioner locates and comply with the facility policy and procedures manual, locate fire pulls, crash cart, med. room, linen cart, and appropriate exits before your shift starts.
- Always dress in proper attire when working at the facility. Orientation is only paid when the time has been properly verified by facility staff.

Occasionally, an Alliant Personnel Resources, LLC employee may show up early as directed for orientation shift and no one is available for orientation. Please take it upon yourself to utilize this time to become familiar with the floor layout and the location of vital items you may need in order to function effectively on your shift. It will be to your advantage to have knowledge of the location of the policy and procedures manual, fire pulls, crash cart, med. room, linen cart, and appropriate exits prior to the onset of your shift.

Alliant Personnel Resources, LLC attempts to provide a comprehensive and thorough pre-employment orientation and in-service

training that reflects current compliance and promotes safe healthcare delivery. The program includes, but is not limited to the following:

- Age Specific
- Disaster Preparedness
- Cultural Diversity
- Environmental Safety
- Hazardous Chemicals
- HIPAA
- Infection Control/Blood borne Pathogens
- Abuse
- Domestic Violence
- Ethics for Healthcare
- Annual National Patient Safety Goals
- Pain Awareness
- Patient Restraints
- Patient Rights
- Workplace Violence

PERFORMANCE IMPROVEMENT AND EDUCATION PROGRAM

The purpose of performance management is to enhance the knowledge, skills and behaviors of all employees. This is accomplished by providing a means of measuring employee's effectiveness on the job; identifying areas of development where employees need training, growth, improvement and/or additional resources; maintaining a high level of motivation through feedback with management and establishing individual performance goals.

Initial Assessment

Upon hire, one of Alliant Personnel Resources, LLC's Recruiters must inform new hires of all the competencies that must be met. For the initial assessment, the competency self-assessments will serve as the baseline assessment. Review and education for errors on any competency exams, pharmacology exams and additional examinations will also serve as areas of improvement.

Quarterly Assessments

Alliant Personnel Resources, LLC has attempted to implement a continuous, systematic and coordinated approach to measure and assess hospital's feedback on all agency personnel being utilized. The following assessments are utilized to ensure employee performance and customer satisfaction:

- Caregivers are assessed by the charge nurse, nurse manager or client designee once during their assignment or at least quarterly. Assessment focuses on professionalism, safety, patient care, compliance, assessment, planning and documentation. Any unsatisfactory scores will be reviewed and discussed with each nurse and methods for improvement recommended by Alliant Personnel Resources, LLC's President or Clinical Liaison. For more information on Alliant Personnel Resources, LLC's Progressive Discipline Program, please see Progressive Discipline Program.

Periodic Assessments

Alliant Personnel Resources, LLC's President or Clinical Liaison conducts annual assessments of all staff. Quarterly performance evaluations are solicited via phone calls from to review clinical performance based on client feedback. The President or Clinical Liaison and clients evaluate employee job performance based on the functions and standards as outlines in the job descriptions. The President or Clinical Liaison and employee will identify strengths, accomplishments and areas for improvement and development. All hospital reviews, including initial and random assessments are also incorporated into the ninety-day and annual performance review. Employees will also update their competency self-assessments at this time.

If Performance Improvement is required, written recommendations identifying the performance expected will be created and will be used to gain the employee's commitment to perform to those expectations. The President or Clinical Liaison will provide written coaching, resources and suggestions to assist the employee in working toward the performance expectations established in this phase. In the event that a Performance Plan is created, it is expected that the President or Clinical Liaison conduct Progress

Checks, or informal reviews of performance to determine if the agreed-upon goals and objectives are being achieved, to recognize achievements, to discuss developmental needs, and/or to provide assistance in the accomplishment of performance goals.

Employee Performance Review

- Every healthcare professional employed by Alliant Personnel Resources, LLC, who is currently working and has worked in the last year, will have an annual performance evaluation carried out by the Alliant Personnel Resources, LLC, during the month of December or at the anniversary of their date of hire.
- Traveling providers are eligible for annual evaluations if the provider has worked a minimum of one 13-week assignment during the preceding year and are active at during the current year in at the anniversary of their date of hire.
- Per Diem providers are eligible for annual evaluations if the provider has worked a minimum of 8 hours during the preceding year and are active during the current year at the anniversary of the date of hire.
- Alliant Personnel Resources, LLC will attempt to obtain feedback from client representatives regarding clinical staff competence and ongoing performance of professional employee. Unfortunately, some clients will not cooperate with Alliant Personnel Resources, LLC in this regard, so Alliant Personnel Resources, LLC conducts phone solicitation of feedback from its clients.
- Feedback from our clients regarding clinical and/or professional performance is addressed with our employees immediately. Follow-up with our clients is completed within an appropriate time frame.
- Annual skills checklists which apply to specialty area of work will be completed by every health professional employed by Alliant Personnel Resources, LLC
- When training needs are identified, an opportunity to complete the training will be provided at the earliest possible occasion.
- The company assesses aspects of employee's competence at hire, at performance evaluation and as needed or required by state licensing agencies, to ensure that employees have the skills or can develop the skills to perform and continue to perform their duties.
- President or Clinical Liaison is responsible to ensure that any areas of development that are identified are addressed.

Education

Ongoing continuing education is the responsibility of Alliant Personnel Resources, LLC employees to ensure that all clinical staff has a current knowledge and practice base. Alliant Personnel Resources, LLC maintains information on available resources for BLS, ACLS, PALS, etc. The following online education programs are also available for continuing education; however this is not an inclusive list of available resources: www.nursetesting.com, www.nursingspectrum.com, and www.lww.com. Evidence of continuing education and annual required in-service education are part of the ongoing competency assessment program and will be maintained in your personnel file. Please provide Alliant Personnel Resources, LLC with copies of your continuing education certificates.

Disciplinary Action

Alliant Personnel Resources, LLC has established workplace standards of performance and conduct as a means of maintaining a productive and cohesive working environment. A positive, progressive approach is taken to solve discipline problems, which appeals to an employee's self-respect, rather than create the fear of losing a job. 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:

- Accepting an assignment and not reporting to work or not notifying us.
- Unauthorized possession, use, or removal of property belonging to Alliant Personnel Resources, LLC or any client of Alliant Personnel Resources, LLC
- 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, illegal drugs, or in possession of either item on company premises or work sites of client companies.
- Lewd, unacceptable behavior, possession of weapons or explosives and provoking, instigating or participating in a fight is prohibited at Alliant Personnel Resources, LLC and/or at its client hospitals.
- Violation of the harassment policy.
- Insubordination of any kind is grounds for immediate termination. (For example, refusal to carry out your supervisor's reasonable works request).
- Leaving an assignment without notice i.e. patient or assignment abandonment.
- Falsifying records, including but not limited to time records or claims pertaining to injuries occurring on

company premises or work sites of client companies or personnel records.

- Disclosing confidential information without authorization.
- Disregard for established policies and procedures.
- Excessive cancellations or tardiness.
- Discourtesy to clients or fellow employees.

Do Not Send Policy and Process

Alliant Personnel Resources, LLC is committed to providing a higher standard of service to our clients and to the delivery of safe, quality patient care. As an Alliant Personnel Resources, LLC employee, you play a very valuable role in our success in delivering excellent customer service and in our ability to achieve Joint Commission Certification. We are implementing a “Do Not Send” **Prevention** Program.

- Below is the Termination Policy.
- Following the Termination Policy are the Do Not Send Prevention Curriculum and the Do Not Send Prevention Quiz
- **You will be held responsible for the information in the curriculum** and quiz in both your clinical and professional / behavioral performances **every time you work for Alliant Personnel Resources, LLC**
- Please take the quiz and return only the answer sheet to us within 14 days in the enclosed self-addressed-stamped-envelope.
- ***When a performance issue arises, Alliant Personnel Resources, LLC will use the point system outlined below. As you can see, significant performance issues or ongoing performance issues could result in termination. By implementing this program, it is our goal to reduce the number of performance issues and/or Do Not Sends.***

Termination Policy

The following point system is used to determine termination as a result of Do Not Sends.

1 Point

- Attitude / lack of professionalism / customer service

2 Points

- Clinical incompetence – poor clinical performance
- Poor time management
- Medication Error
- Documentation Deficiencies Lack of Compassion

3 Points

- Danger to patient.
- No call No show.
- Departing facility before end of shift secondary to dissatisfaction with assignment.
- Do Not Send from any Travel Assignment regardless of origin

5 Points

- Illegal Behavior (Includes false identity; falsified documentation, use of or distribution of controlled substances etc.)
- Pt. abandonment. When nurse is under investigation for above behavior they will be considered terminated until exonerated from all accusations.
- Error resulting in Pt. Death or Permanent physical or mental damage
- Self-terminating travel assignment without proper notice to facility or Staffing Agency.

A nurse who receives 5 points will be considered for termination.

Any nurse involved in illegal activity will be terminated immediately

Please feel free to contact the Alliant Personnel Resources, LLC office, if you have any questions

Do Not Send Prevention Recommendations

Do Not Sends are usually subjective in nature. However, there are things we as Agency nurses can do to avoid Do Not Sends.

1. Be on time to all shifts.

Be 30 to 45min early, arriving to the floor, when working at a hospital for the first time.

To ensure being on time, preparation begins the night before, or day of your night shift.

Have clothes, nursing tools, lunch etc. prepared before sleeping.

Get to bed early to ensure 8 hrs. of sleep.

Awake early enough to eat before you leave for shift.

Make sure you have accurate directions and facility phone number before you begin driving to the shift.

Do not sign in and out at the same time!

Rationale: Arriving early allows the Agency nurse to familiarize themselves with the unit, get organized, meet the Charge Nurse and make a positive first impression. Signing in and out at the same time is fraud.

2. Take a detailed report.

Head to toe, system by system, Neuro to Skin.

Review your patient's charts, (ten to twenty minutes per chart) after report, and before lunch.

Rationale: This is of paramount importance! Sets the tone for the start of the shift, provides the foundation for the plan of care, focus of initial assessments and interventions.

Taking a detailed report and reviewing the pt's chart during the first half of your shift also prepares the Agency nurse to give a knowledgeable, relevant report.

3. Show Initiative.

Find the Charge nurse, introduce yourself, ask to be shown around, and inquire who your resource person may be for the shift (if initial shift @ facility), if not the Charge nurse.

Communicate early and often any relevant information to the Charge nurse such as: changes in patient condition, difficulty with or questions about; assignment, staff, equipment or documentation tools.

Rationale: Allows Charge nurse to adjust or provide assistance in a timely manner, in order to provide the safest patient care and prevent a delay in patient treatment.

4. Avoid handling personal business during shift.

Talking on mobile phones or using facility information systems for personal use (other than in an emergency or away from patient the care area during breaks) is a sure way to make an impression that will reflect poorly on the Agency nurse.

Rationale: This behavior often leads directly to a Do Not Send.

5. When in Rome... Make every attempt to do things, the way the Facility you are working in, does things.

Some Facilities want two nurses to sign off on all **insulin** administration, **narcotic** administration and **lab specimens**.

Please respect all of our facilities policies and procedures, without complaint or argument.

However, if you have been asked to perform a task or procedure you feel will place a patient in danger or you feel unqualified to perform, contact your immediate supervisor and/or go up the chain of command until you feel you have been able to express your concern professionally and respectfully.

If one of us as agency employees encounters a situation in which you feel obligated to challenge a request, in order to maintain the safest patient care environment. It is of vital importance that you:

1. Communicate with Alliant Personnel Resources, LLC
2. Document the incident in your own words before leaving the facility.
3. Furnish signed and dated, copies of your documentation of the incident to Alliant Personnel Resources, LLC, the Nursing Supervisor of the facility in which you were working, and retain a copy for yourself while maintaining any confidentiality concerns/laws etc.

Rationale: Knowledge of, and compliance with each facilities policies and procedures are fundamental elements of professionalism, providing safe patient care and creating an impression that makes a facility ask for an Agency nurse by name.

6. Practice the 6 rights of medication administration.

1. Right Patient
2. Right Medication
3. Right Dose
4. Right Time
5. Right Route
6. Right Rate
7. Right Reason
8. Right Documentation
9. Right Assessment
10. Right Education
11. Right Evaluation

If an agency nurse is confused regarding any aspect of the medication administration process, clarification with the physician becomes an immediate priority, to ensure safe medication administration.

Rationale: Medication errors are serious, and can lead to negative patient outcomes, extended hospitalization, severe injury and death. Most importantly for a careful, knowledgeable and conscientious Agency nurse, medication errors are almost always preventable.

7. Be conscious of Joint Commission National Patient Safety Goals in your practice.

1. Improve the accuracy of patient identification.
2. Improve the effectiveness of communication among caregivers.
3. Improve the safety of using medications.
4. Reduce the risk of health care-associated infections.
5. Accurately and completely reconcile medications across the continuum of care.
6. Reduce the risk of patient harm resulting from falls.

A complete and current set of National Patient Safety Goals should be posted or easily accessible on any unit in any Acute Care Facility.

Rationale: "The mission of Joint Commission is to continuously improve the safety and quality of care provided to the public" through the "support of performance improvement in healthcare organizations."

8. Ask the Manager or Charge nurse to Audit your Charting a few hours before end of shift.

Having the manager or charge nurse review our documentation, within a couple of hours of the end of our shift, displays exceptional accountability, reduces the healthcare provider and facility's exposure to liability. Thorough documentation also helps convey important information to the following shift and ensures the necessary facts will be available when and if the chart is reviewed in the future.

Rationale: Complete documentation, is an essential component of effective, efficient nursing. Since many Agency nurses work in multiple facilities in a short period of time, it is not an easy task to dot every “i” and cross every “t”, without help from a knowledgeable source.

9. Practice excellent customer service.

Customer service extends further than our patients and their families; it includes every person we come onto contact with while we are working. Our customers are every nurse, pharmacist, physician, respiratory care practitioner, etc. Every time we interact with another human being at work it is imperative that we greet that person with a friendly and helpful attitude.

Rationale: Treating our patients, their families, our colleagues and interdisciplinary team members with friendliness, respect and kindness creates an environment where being helpful and taking the extra step to solve someone’s problem is not the exception but the “norm”.

10. Take excellent care of your patient(s).

The reason hospitals exist is because people who are ill, injured or have had major surgery require 24-hour care. The necessity of 24-hour care is the reason why tens of thousands of hospitals across the US continue to operate, often at a loss.

Keep the person you are taking care of clean. Be gentle. Communicate kindly and effectively. Listen carefully. Show respect, for your patient’s privacy, age, culture, family and human existence. Spend time teaching them, explaining what is happening at any given moment. Explain what you are doing or giving your patients and why.

Rationale: As direct patient care providers taking good care of our patients what we should expect of ourselves, it is what we are expected to do. It is our ethical obligation. It is our job.

11. As a Temporary Employee “We are PERMANENTLY on PROBATION”

There are many perks of working as a temp or traveling employees including flexibility, schedules, increased pay, getting paid sooner, working in new environments and meeting new people. We also need to be aware that there are trade-offs or things we give away for those benefits.

We are not employees of the facilities in which we are working. We are not “on staff”. We are not members of the union. We may not receive the same treatment as in-house employees. We might feel “ganged up” on. If we complain we may well be asked not to return. We have to out-perform our colleagues “on staff” every shift. We can never get comfortable.

Rationale: The key to being “successful” and enjoying our careers as providers who work for temporary staffing forms... is having as many places to work as possible. Having a wide range of choices will allow us to minimize interruptions to income when our favorite places do not need us. The sooner we let go of our expectations of being treated as if we were employees of the facilities we work in, on a TEMPORARY basis the greater chances we have of being successful.

REPORTING ANY ISSUES

Assignment Issues

Issues may arise while an employee is on assignment for Alliant Personnel Resources, LLC. As a representative of Alliant Personnel Resources, LLC and as a responsible and mature nursing professional, it is important that professionalism and integrity are maintained throughout the conflict resolution process and that above all, patient safety is the priority.

Common issues that may arise are:

- Conflict with hospital staff
- Conflict with patient and/or patient family members
- Unfair patient assignments, or “dumping”
- Assignment to a unit for which you are incapable of safely performing your duties

In the event of any of the above events:

1. Contact the nursing supervisor for assistance
2. If escalation is required, contact Alliant Personnel Resources, LLC for mediation

3. Complete an incident report at the facility (if required)
4. Complete an incident report at Alliant Personnel Resources, LLC (if required)

Blood Borne Exposure

An exposure incident to blood borne pathogens involves specific eye, mouth, mucous membrane, or parenteral contact with blood or other potentially infectious materials that result from the performance of an employee's duties. All employees involved in direct patient care should be familiar with appropriate decontamination procedures.

In the event of exposure to any blood borne pathogens:

1. Adhere to appropriate decontamination procedures
2. Contact the charge nurse or nursing supervisor for assistance
3. Inform Alliant Personnel Resources, LLC immediately of exposure

Alliant Personnel Resources, LLC shall make immediately available a confidential medical evaluation and follow-up the exposed individual. Post-exposure follow-up shall be:

- Made available at no cost to the employee
- Performed by or under the supervision of a licensed healthcare professional who has a copy of all relevant information related to the incident.
- Made available at a reasonable time and place.

Alliant Personnel Resources, LLC's post-exposure and follow-up, shall include the following:

- Documentation of the route(s) of exposure, and the circumstances under which an exposure incident occurred.
- Identification and documentation of the source individual
- Collection and testing of blood for HIV and HBV serological status
- Post-exposure prophylaxis, as recommended by the U.S. Public Health Service
- Counseling
- Evaluation of reported illness

The company maintains confidential medical records for each employee with occupational exposure. Records are kept for the duration of employment plus thirty (30) years. Each record shall contain the employee's name, social security number, hepatitis B vaccine history, and a record of all post-exposure follow-up.

Safety Policy

Alliant Personnel Resources LLC wants every employee to enjoy a safe workplace. Employees must comply with all safety rules and policies (and rules and policies of clients when on client premises according to the local law, policy, and client specific rules/policies) and all requirements of OSHA- the Occupational Safety and Health Act.

Please observe Alliant Personnel Resources LLC safety rules in every phase of your work, with particular emphasis on proper lifting techniques when handling heavy objects. You are required to participate in the safety effort of Alliant Personnel Resources LLC by working safely and attending safety sessions when offered or required by Alliant Personnel Resources LLC directly or when required by a client where you are assigned. Incidents involving personnel are reviewed on a regular basis to identify safety hazards. If you should have an incident or injury or observe an unsafe condition, report it to your supervisor immediately, no matter how insignificant it may seem regardless of if said unsafe condition is observed on Alliant Personnel Resources LLC property or on property of a Client you are assigned to. Your particular job requirements may include additional specific safety guidelines, which you are required to observe and practice with no exceptions. You will not be subject to reprisal or retaliation for reporting unsafe conditions to management or outside enforcement authorities.

The following guidelines have been established as a part of Alliant Personnel Resources LLC's safety policy:

- The safe way is the right way to do each job. Shortcuts are not the way.
- Know your job procedures. If in doubt, ask your supervisor.
- Operate equipment only as authorized and with all safety guards in place.
- Hazardous noise levels are not expected at work sites, however if employees have any concern about noise, they should protect themselves and report the hazards immediately to Alliant.

- You may be required per Client Site, at times, wear respiratory protection such as an N-95 filtering facepiece respirator or similar in the cases of working with infectious patients or to prevent infecting compromised patients. In these cases, employees will be provided training, medical evaluations, and fit testing (if applicable) and you should direct any concerns and questions to Alliant as to procedures/protocols in the Alliant Health and Safety Manual.
- Report unsafe acts to your supervisor before someone is injured.
- Report unsafe conditions immediately to your supervisor.
- Report unsafe equipment to your supervisor right away. Do not attempt repairs no matter how skilled you feel you are.
- Report any incident right away (**even if no injury**) to your supervisor.
- At the scene of an incident, be helpful, courteous, and avoid argument or discussion of the situation. Get your supervisor immediately (documenting conditions helps us help you).
- Get medical aid even for small injuries. Delay can make it worse.
- Arrive at work rested, clean, and in good health. Be able to give full attention to your job.
- Report infections to your supervisor (which can be evidenced by conditions such as: skin eruption, boil, sore throat, vomiting, fever, etc.).
- If you feel ill at work, report to your supervisor. Get medical aid to protect yourself and others. Keep health tests up to date.
- Follow guidelines for health in the prevention of communicable diseases. These guidelines are for your health and safety and those with whom you work.
- Warning signs help you prevent incidents. Obey them! Remind others, too.
- If using chemicals, read labels carefully to follow safety warnings, mixing instructions, etc.
- Horseplay is NOT allowed. Practical jokes can cause serious injury.
- You are required to observe all safety notices posted and any specific safety requirements for your particular job.
- Personal Protective Equipment (PPE) may be necessary and/or required in certain Client work sites. You must follow all requirements of Client work site regarding all policies and procedures, including PPE. If you are not being supplied the required or necessary PPE, report this immediately to your Primary Alliant Contact.
- No Jewelry, Neckties, Scarves, ID tags, Lanyards, or loose-fitting clothing should be worn when working with/near equipment that create
- Violent acts in the workplace, including threats and intimidation are NOT allowed. This includes all threats, verbal or physical. Any such occurrences should be immediately reported to management.

Reporting Injuries and Incidents

To ensure that proper attention is given, and appropriate action taken when an injury or hazardous exposure occurs within the workplace, please follow these procedures:

1. Report the injury or exposure to your on-site supervisor immediately as well as to your primary Alliant contact. If your supervisor is not immediately available, report to the manager or other authorized person. Seek or obtain medical attention immediately if required.
2. Report the injury to your Alliant Personnel Resources LLC supervisor and/or designated human resources representative immediately or at maximum, within 24 hours, or as soon as practical. Worker's Compensation laws require the processing of claims within reasonable time frames. All injuries/accidents MUST be reported promptly for claim submission.
3. If you are involved in or are a witness to an incident, you should provide information in order for the appropriate report to be completed. Please be aware of the importance of immediate action in recording all details of the incident. Initial information provided should be in a written first-person account of actions leading up to, during, and after the incident. An Incident/Injury Report form will be provided to you to fill out in detail when you provide your initial report to Alliant as described above.
4. You are required to be reachable for communication and be made aware of your rights to medical evaluation, care, and follow up as is policy of Alliant and as applicable by governing safety and health organizations such as OSHA and other applicable agencies.

Incident Reports

An incident report must be filled out and signed by any employees who witness an incident or injury immediately following the occurrence. Failure to do so may result in disciplinary action. This policy is important to the safety and wellbeing of all our employees.

CLINICAL INCIDENTS AND SENTINEL EVENTS

As a healthcare provider, it is your duty and responsibility to promptly report any unsafe condition, sentinel event or unusual event that can result in a sentinel event. Everyone is expected to participate in maintaining a safe environment for patients, visitors, physicians and their coworkers. This means taking an active role in reporting any and all unsafe conditions, unusual or sentinel events. All such events should always be reported immediately to your charge nurse, nursing supervisor and Alliant Personnel Resources, LLC's President or Clinical Liaison.

Clinical staff must recognize the importance of following effective procedures and are encouraged to speak up if something has compromised or might compromise patient safety and 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. Clinical staff should notify Alliant Personnel Resources, LLC of any clinical incidents that occur while on assignment, regardless of an adverse outcome.

A sentinel event is an unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. The phrase "or the risk thereof" includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome.

Such events are called "sentinel" because they signal the need for immediate investigation and response.

Examples of Clinical Events

- Omission of treatment
- Deviation from policy
- Medication errors
- Improper equipment usage
- IV or Blood complications
- Patient fall
- Inaccurate clinical assessment
- Patient or physician complaint

Examples of Sentinel Events

- Any patient death, paralysis, coma or other major permanent loss of function associated with a medication error
- A patient commits suicide within 72 hours of being discharged from a hospital setting that provides staffed around-the-clock care.
- Any elopement, that in unauthorized departure, of a patient from an around-the-clock care setting resulting in a temporally related death (suicide, accidental death, or homicide) or major loss of function.
- A hospital operates on the wrong side of the patient's body.
- Any intrapartum (related to the birth process) maternal death.
- Any perinatal death related to a congenital condition in an infant having a birth weight greater than 2500 grams.
- A patient is abducted from the hospital where he or she receives care, treatment or services.
- Assault, homicide, or other crime resulting in patient death or major permanent loss of function.
- A patient fall that results in death or major permanent loss of function as a direct result of the injuries sustained in the fall
- Hemolytic transfusion reaction involving major blood group incompatibilities
- A foreign body, such as a sponge or forceps that was left in a patient after surgery

Joint Commission's Sentinel Event Policy

The Joint Commission has defined a sentinel event policy that you should be aware of. This policy has four goals:

1. To have a positive impact in improving patient care, treatment and services and preventing sentinel events

2. To focus the attention of an organization that has experienced a sentinel event on understanding the root causes that underlie the event, and on changing the organization's systems and processes to reduce the probability of such an event in the future.
3. To increase the general knowledge about sentinel events, their causes, and strategies for prevention.
4. To maintain the confidence of the public and accredited organizations in the accreditation process

In the event of deviation of practice according to the professional practice act, fraudulent behaviors, narcotic abuse or deviation and/or other aberrant or illegal behavior, each event is documented, and a report is made, which includes information from the customer. The President or Clinical Liaison reports each situation according to the guidelines of the appropriate professional association.

BENEFITS

NOTE: Any benefits or benefit plans described in these policies are convenient summaries only. An employee's eligibility for or rights to any benefits will be subject to and governed by the governing benefit plan documents and applicable law, as either may be amended from time to time. Alliant Personnel Resources LLC reserves to itself and to any administrator or fiduciary of any benefit or benefit plan described or referred to in this policy manual (or any other benefit or benefit plan of Alliant Personnel Resources LLC), the discretionary authority to determine eligibility of any employee or claimant for or under any such benefit or plan, pursuant to the terms of the relevant plan document and applicable law, as either may be amended from time to time, and to interpret and construe the terms of any such benefit or plan. Alliant Personnel Resources LLC further reserves the right to at any time add, amend, modify, supplement or terminate any benefit, benefit plan or employee benefit. For answers to any questions you may have regarding any benefit or benefit plan, first refer to the applicable plan documents. For additional assistance, you may contact the plan administrator listed in the plan documents.

Alliant Personnel Resources LLC believes in offering a comprehensive benefit package to assist our employees in all aspects of life. Due to this, Alliant offers a combination of plans to provide employees the maximum flexibility to choose the Benefits options of your choice and seek the best combination of coverage and financial investment by providing enrollment eligibility to any one or a combination of the plans below. Certain Benefits are only available for Full Time Employees. All Benefits listed below revert to Employee Benefit Summary for the current year for in depth details in earning and redemption.

-Group Health Ins. (Eligible 1st of the Month after your first day of work or Open Enrollment.) Carrier- Wellmark Blue Cross Blue Shield

-Group Dental Ins. (Eligible 1st of the Month after your first day of work or Open Enrollment.) Carrier- Delta Dental

-Group Vision Ins. (Eligible 1st of the Month after your first day of work or Open Enrollment.) Carrier- Delta Vision

-Retirement Savings Plan via Fidelity with Company Match- (Eligibility at the 1st of the quarter after your first day of work. Jan 1, April 1, July 1, Oct. 1.)

-PTO - Accrual Rate from Day 1 @ .0385 hour of PTO per hour worked. (Approx. 80 Hours per Year.)

-CEU Reimbursement - Up to \$400 per year, available in increments per Benefit Summary

-Wellness Reimbursement Benefit- \$25 Taxed Benefit/Month for any Gym or Workout Class membership. Receipt must be turned in within 30 days of receipt each month. Past months are not redeemable.

***Insurance Benefits end on the last day of the month in which you work your last day for Alliant.**

Alliant Personnel Field Staff Benefits Summary

Group Insurance (Health, Dental, Vision)

Full Time Employees are eligible on the first of the month following beginning employment. Employees must maintain 30 hours per week to be considered Full Time and stay eligible for the Group Insurance.

Alliant contributes the following for Group Insurance Premiums.

Health: 50% of total Premium capped at \$300/month.

Dental: 50%

Vision: 49%

Paid Sick Leave and Paid Time Off (PTO)

Paid Sick Leave

All employees accrue Paid Sick Leave beginning on the first day of employment. Paid Sick Leave is earned on accrual from day one, but may not be used until after 90 days of employment. The 90 days of employment need not be consecutive, and Paid Sick Leave never expires. After 90 days of employment, Paid Sick Leave is converted to Paid Time Off, which may be used for any purpose, and is more specifically described below. Paid Sick Leave accrues at a rate of .0385 hour of paid sick leave for every hour worked, and may accrue up to a maximum of 80 hours per year.

It is the intention of Alliant Personnel Resource, LLC to provide Paid Sick Leave in compliance with any applicable state or local law, ordinance or regulation providing for Paid Sick Leave, as more specifically addressed in the Paid Time Off policy, below. The provisions of that policy relating to the purposes of leave, Notice, Documentation, Enforcement, and Retaliation are incorporated into this Paid Sick Policy. However, Paid Sick Leave is not paid upon termination of employment.

Paid Time Off

Beginning on the 91st day of employment, all accrued Paid Sick Leave balances automatically convert to Paid Time Off ("PTO"), and may be used immediately, and for any purpose. PTO may be used in one (1) hour increments. All employees are eligible for up to two weeks (80 hours) paid time off per calendar year. PTO is paid at the current or most recent hourly wage pay rate. Accrued PTO never expires, but it is subject to an earning and accrual cap of 80 hours per year.

Employees may use PTO for any reason, including planned vacations or personal days. It is the intention of Alliant Personnel Resource, LLC to provide PTO for reasons included in any state or local law, ordinance or regulation providing for paid sick leave. The reasons for taking PTO may include absences due to:

- 1) An employee's mental or physical illness, injury or health condition; an employee's need for medical diagnosis, care, or treatment of a mental or physical illness, injury or health condition; an employee's need for preventive medical care;
- 2) Care of a family member with a mental or physical illness, injury or health condition; care of a family member who needs medical diagnosis, care, or treatment of a mental or physical illness, injury or health condition; care of a family member who needs preventive medical care;
- 3) Closure of the employee's place of business by order of a public official due to a public health emergency or an employee's need to care for a child whose school or place of care has been closed by order of a public official due to a public health emergency, or care for oneself or a family member when it has been determined by the health authorities having jurisdiction or by a health care provider that the employee's or family member's presence in the community may jeopardize the health of others because of his or her exposure to a communicable disease, whether or not the employee or family member has actually contracted the communicable disease; or
- 4) A purpose relating to domestic violence, sexual violence, abuse or stalking, to allow the employee to obtain (for himself/herself or for a family member):
 - a. medical attention needed to recover from physical or psychological injury or disability;
 - b. services from a domestic violence or sexual violence program or victim services organization;
 - c. psychological or other counseling;
 - d. relocation or taking steps to secure an existing home; or
 - e. legal services, including but not limited to preparing for or participating in any related civil or criminal legal proceeding.

An employee's use of PTO for any of the above purposes will not be conditioned upon searching for or finding a replacement worker.

Notice & Documentation. Employees are required to make a reasonable effort to schedule the use of PTO in a manner that does not unduly disrupt the workplace. When the use of PTO is foreseeable, the employee is required to make a good faith effort to provide the Company as much notice as possible, and preferably notice of 2 weeks in advance of the use of PTO. When the use of PTO is not foreseeable, the employee is required to provide notice to their manager as specified in the

company policy regarding absences and attendance. Requests to use PTO should be made in writing and should include the expected duration of the employee's absence.

For unscheduled PTO of three (3) or more consecutive work days, the Company may require reasonable documentation of the employee's fitness to return to work.

Documentation provided to the Company should not include any details regarding the nature of an employee's or a family member's health condition or the details of domestic violence, sexual violence, abuse or stalking.

Payment. PTO will be paid at the same rate as the employee earns from his or her employment at the time the employee uses such time. Use of PTO is not considered hours worked for purposes of calculating overtime.

Carryover & Payout. Employees may carry over accrued, unused PTO under this policy to the following calendar year, and PTO never expires. However, Alliant Personnel Resources limits the amount of PTO you may have in your "bank" to 80 hours. Alliant Personnel Resources provides payment of accrued but unused PTO upon termination of employment.

Enforcement & Retaliation. The Company will not retaliate against any employee for the use of PTO or the exercise of any right relating to paid sick time under any state or local law.

Continuing Education Reimbursement

Employees are eligible for continuing education cost reimbursement per the schedule below.

Eligibility – Hours worked in calendar year	Reimbursement – Maximum amount per calendar year
520 hours worked	\$150
1040 hours worked	\$400

Wellness Reimbursement

Full Time Employees are eligible for up to \$25 per month reimbursement (taxable) specifically for gym membership. This includes fees for a gym or exercise program or class fees. Proof of payment must be provided each month for reimbursement within 30 days of the end of the prior month.

State Licensure Assistance and Reimbursement

Alliant will assist you in the process to obtain new licenses for an assignment you are taking with us! We help coordinate and execute the steps we need to take to get you licensed on time. Once you arrive on the assignment, Alliant will also reimburse you for licensure expenses including Licensing Fees, Verifications, and any other type of expense associated with obtaining a license for an assignment.

Alliant Individual Retirement Account (IRA) Program

Alliant offers a matching IRA program to save for retirement and is managed through Fidelity. Participation is optional. Contributions are on a pre-tax basis. Alliant will match the first 3% of qualifying wages deducted. Employees are eligible for enrollment on the first day of each quarter after they begin employment and are immediately vested.

***Disclaimer: This Summary Benefit document will not supersede the summary plan descriptions or the policies themselves. These benefits are not guaranteed and could be revised or eliminated at any point in time.**

Provider Handbook Acknowledgement Form

By my signature below, I acknowledge that I have received and read the Company Policy Manual for Alliant Personnel Resources LLC, that I have been given the adequate opportunity to ask questions and receive clarification, regarding the policies and procedures set forth in the Company Policy Manual, and that I understand its contents.

I understand that I am required to abide by, and agree to abide by, Alliant Personnel Resources LLC's policies as set forth in the Policy Manual or as otherwise adopted or implemented by "company" from time to time. I understand that there may be other policies or procedures in effect at Alliant Personnel Resources LLC from time to time that are not included in the Employee Policy manual, and I agree to abide by those policies and procedures.

I understand that in processing my application with Alliant Personnel Resources, LLC an investigation may be made in which information is obtained through personal interviews, and a review of information held by law enforcement or other government agencies. I authorize you to verify my past employment and education, criminal records, motor vehicle records, personal references, and other job-related data provided on this application, or via the interview process. I authorize appropriate individuals, companies, institutions or agencies to release information, and I release them from any liability as a result of such inquires or disclosures. A consumer report may be generated summarizing this information. I further understand and waive my right of privacy in this investigation and release and hold harmless Alliant Personnel Resources, LLC from any liability. I agree that any decision to hire me is contingent upon the results of my report and certify that all statements and answers on my application, resume, or interview are true and complete to the best of my knowledge. I understand that if any statements are false or that if information has been omitted, this will be cause for disqualification and immediate termination of my employment. If employed, I further authorize Alliant Personnel Resources, LLC to check my credit, conviction records, and other items listed above as needed, on a continuous basis as it relates to my employment. I am granting Alliant Personnel Resources, LLC authorization to release confidential medical information upon the request from Alliant Personnel Resources, LLC clients while I am actively working at the client's facility and /or during the profiling, credentialing, and placement processes.

I understand that Alliant Personnel Resources, LLC goal is to always provide me with a consistent level of service. If for any reason I am dissatisfied with Alliant Personnel Resources, LLC or the service provided by one of Alliant Personnel Resources, LLC Clients, I am encouraged to contact the local manager to discuss the issue. Alliant Personnel Resources, LLC has processes in place to resolve customer complaints in an effective and efficient manner. If the resolution does not meet my expectation, I am encouraged to call the Alliant Personnel Resources, LLC corporate office at (855) 413-5006. A corporate representative will work with me to resolve my concern. I understand that any individual or organization that has a concern about the quality and safety of patient care delivered by Alliant Personnel Resources, LLC healthcare professionals, which has not been addressed by Alliant Personnel Resources, LLC management, is encouraged to contact the Joint Commission at www.jointcommission.org or by calling the Office of Quality Monitoring at (630) 792-5636. Alliant Personnel Resources, LLC demonstrates this commitment by taking no retaliatory or disciplinary action against employees when they do report safety or quality of care concerns to the Joint Commission.

I understand that Alliant Personnel Resources LLC may rescind, modify, change, or deviate from the Company Policy Manual or any of its policies or procedures at any time, and any such rescission, modification, change, or deviation may become effective regardless whether the Company Policy Manual has been revised or I have been notified.

I understand that this signed acknowledgement will be inserted in my personnel file.

Employee Signature

Date

Employee Name Print