



## LONG TERM STAFFING AND RECRUITING

Healthcare · Finance · IT · Admin · Science  
Engineering · Research

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# HSP, Inc. (Healthcare Staffing Professionals)

## General Employee Handbook

**March 09, 2024**

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# Core Policies

## 1.0 Welcome

### 1.1 A Welcome Policy

Welcome to the Healthcare Staffing Professionals, Inc. (HSP)!

We are pleased to welcome you to Healthcare Staffing Professionals (HSP) . We look forward to assisting you in your current job search and ongoing career development in your field of choice. We hope that your employment with HSP, Inc. (Healthcare Staffing Professionals) will be rewarding and challenging. We take pride in our employees as well as in the products and services we provide.

The HSP (referred to as the Agency,/ Company in this handbook) complies with any applicable federal, state and local laws, although there may not be an express written policy regarding those laws contained in the handbook. The employment policies and/or summaries in this handbook are written for all employees. When questions arise concerning the interpretation of these policies as they relate to employees who are covered by a contractual agreement, the answers will be determined by reference to the actual client contract, rather than the summaries contained in this handbook.

This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. The Agency reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment.

Please understand that no employee handbook can address every situation in the workplace. Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment

We wish you success in your employment here at HSP, Inc. (Healthcare Staffing Professionals)!

All the best,

MAXIE JUZANG, CEO, PRESIDENT  
HSP, Inc. (Healthcare Staffing Professionals)

### 1.2 At-Will Employment

Your employment with HSP, Inc. (Healthcare Staffing Professionals) is on an "at-will" basis. All assignments with Healthcare Staffing Professionals are temporary assignments. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Agency at any time, with or without notice and with or without cause.

Nothing in this handbook or any other Agency document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the CEO has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the CEO.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act. This policy may not be appropriate in its entirety for employees working in Montana. If you are working in Montana, please review your State addendum.

## **Arbitration**

Any and all controversies, disputes, or claims between the employee and HSP or its affiliates, owners, shareholders, partners, directors, officers, agents, employees, or representatives, shall be settled by binding arbitration, at the request of either party. The claims which are to be arbitrated include, but are not limited to, claims for wages and other compensation, claims for breach of contract (express or implied), claims for violation of public policy, misclassification, wrongful termination, tort claims, claims for unlawful discrimination and/or harassment and claims for violation of any federal, state, or other government law, statute, regulation, or ordinance to the extent allowed by law.

Except as otherwise required under applicable law: (1) Employee and HSP expressly intend and agree that class action procedures shall not be asserted, nor will they apply, in any arbitration pursuant to this Agreement and (2) Employee and HSP agree that each will not assert class action claims against the other in arbitration or otherwise. Employee and HSP will select an arbitrator by mutual agreement from JAMS or ADR Services (rules are available at [www.jamsadr.com](http://www.jamsadr.com) and [www.adrservices.org](http://www.adrservices.org)).

The demand for arbitration must be in writing and must be made by the aggrieved party within the statute of limitations period provided under applicable California and/or federal law for the particular claim. Failure to make a written demand within the applicable statutory period for any claim constitutes a waiver to raise that claim in any forum. The arbitrator shall hear motions for summary disposition as provided in the California Code of Civil Procedure.

The cost of the arbitrator and other incidental costs of arbitration that would not be incurred in a court proceeding shall be borne by HSP. The Parties shall each bear their own costs and attorneys' fees in any arbitration proceeding, provided however, that the arbitrator shall have the authority to require either party to pay the costs and attorneys' fees of the other party as permitted under federal or state law, as a part of any remedy that may be ordered.

## **2.0 Introductory Language and Policies**

### **2.1 About the Company**

Founded in 2006, HSP, Inc. is a leader in Long Term Temporary Staffing and Permanent Hire Recruiting and is focused on providing staff for private, public, and government organizations. The Company was built from the ground up and prides itself on its integrity, work ethic, teamwork, and ability to give back to the communities that it serves through its community outreach and sponsorship programs.

#### **Core Competencies/Capabilities:**

Long Term Temporary Staffing and Permanent Hire Recruiting

Deep experience in Healthcare Clinical, Healthcare IT, Science and Engineering, Administration, and Finance

#### **Proven success in finding staff for special projects and filling tough positions Differentiators:**

Diverse, socially, economically, and environmentally focused organization with a strong commitment to integrity, character, and customer satisfaction.

Robust Staffing Platform that leverages technology and people to deliver well-qualified and fully vetted candidates to satisfied customers

Data-driven approach to candidate search and mass text and emails capabilities to act quickly

Highly engaged management team focused on client success and internal employee development

**Financially stable and sized right to be agile with the ability to scale up as needed Past Performance:**

12 years of successful client engagements

Success with private, public, and government entities including UCLA, USC, State of California Hospitals, California Department of Corrections, Kaiser, and Department of Health in TX, NY, and NC.

**Corporate Data:**

Certifications Joint Commission, Small Business Enterprise (SAMS, CA, TX, etc), Minority Business Enterprise (NMSDC, SCMSDC)

NAICS Codes: 561320, 561312, 561311, 561330 CAGE Code: 678N3

**Associations:**

Board Representation: Providence Tarzana Foundation Board, University of California, Small Business Advisory Council

Member of the National Minority Supplier Development Council

**Community Outreach & Sponsorships:**

Charles R. Drew University of Medicine and Science, Haven Hills, Providence Tarzana Medical Center, NAACP Legal Defense, and Educational Fund, Eblen Charities, Society for the Prevention of Cruelty to Animals Los Angeles, Disabled American Veterans, Children's Hospital Los Angeles

**2.2 Company Facilities**

Healthcare Staffing Professionals, Inc. is headquartered in Reseda, CA.

**Our corporate office address is:**

6914 Canby Ave, Suite 109

Reseda, CA 91335

Phone| 818-927-2141

Email| [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com)

**Corporate Office Hours of Operation:**

Monday-Friday 8:30AM PST- 5:00PM PST

**HSP currently partners with several clients across the nation in facilities such as:**

- Hospital Systems
- Government Entities
- Medical Offices
- State Departments of Public Health
- School Organizations
- Laboratories
- Correctional Facilities and much more

**Operations in case of a Disaster or Emergency:** In the event of an emergency, natural disaster or other uncontrollable event, HSP will continue to provide service to you through our network from a location where

phones and computers are functional. HSP 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.

## 2.3 Ethics Code

HSP, Inc. (Healthcare Staffing Professionals) will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices, at all times consistent with their duty of loyalty to the Agency.

We expect that officers, directors, and employees will not knowingly misrepresent the Agency and will not speak on behalf of the Agency unless specifically authorized. The confidentiality of trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) about the Agency or operations, or that of our customers or partners, is to be treated with discretion and only disseminated on a need-to-know basis (see policies relating to privacy).

HSP has developed corporate compliance guidelines to supplement and reinforce our client facilities' existing policies and procedures.

- 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 HSP's reputation for integrity and professionalism is an important objective. The manner in which associates 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 HSP that is known or should be known to violate any law or regulation.
- Marketing materials, regardless of medium, shall accurately describe the services, facilities and resources of HSP.
- To maintain high standards of performance, HSP 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.
- HSP is committed to maintaining a work place environment in which associates are free from sexual harassment.
- HSP 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 associate. These actions are strictly prohibited and may lead to severe disciplinary action up to and including termination.
- HSP recognizes that its associates and clinical staff are its most valuable assets and is committed to protecting their safety and welfare. Associates 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.
- Associates 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. • HSP prohibits the use or possession of illegal drugs and alcohol abuse on HSP property or while engaged in company activity.
- HSP is committed to providing initial and ongoing education for all associates regarding their

responsibilities to uphold the code of business ethics and this set of HSP's Corporate Compliance guidelines. • HSP prohibits field staff to discuss bill rates of hospitals or special rates of HSP with other healthcare providers.

- HSP prohibits field staff to discuss personal or business affairs of any associate (field or office staff) with any individual not directly involved with the said personal or business affair.
- HSP is committed to protecting the privacy, confidentiality and security of personal (education, employment and health) information of its associates. This policy is designed to assure compliance with applicable state and federal laws and regulations.
- HSP is committed to protecting its own and its client's trade secrets, proprietary information and other internal information.
- It is the desire of HSP 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 associate 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 the HSP Admin team at [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com). All employees 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 a resolution to the situation. HSP wants every associate to report violations of our ethical or other principles whenever they see them or learn about them.

Violations of our ethics policy will result in disciplinary action up to termination of employment.

## **2.4 Mission Statement**

Healthcare Staffing Professionals (HSP) is to match the right healthcare professional with the right healthcare establishment. Healthcare Staffing Professionals (HSP) is a dedicated team of recruiters focused on matching Clinical, Executive, Sales and Information Technology Professionals with the right opportunities for your personal and career goals.

We offer a personalized service, working with you throughout the entire search, interview, and hiring process to maximize your success in securing the right opportunity.

## **2.5 Our Organization**

### **OUR MANAGEMENT TEAM**

#### **MAXIE JUZANG CEO, PRESIDENT**

Maxie Juzang has over 30+ years of experience in the Healthcare, IT and Staffing Industries. He graduated from CarnegieMellon University with a Degree in Engineering and Economics. After 4 years of working as a System Engineer and Account Executive for IBM, Maxie left IBM to start his own company, a Healthcare IT company, named Specialized Systems, Inc. 8 (SSI). After ten years, the success of Specialized Systems, Inc. brought attention to Maxie Juzang's incredible work ethic and allowed for Specialized Systems to then be acquired by Web MD. Maxie, then, worked as the VP of Western Region and the VP of Radiology Division for Web MD for seven years until he left in 2006 to start our company Healthcare Staffing Professionals, Inc. (HSP, Inc.)

#### **CORNELIO MAMBOLEO VICE PRESIDENT OF STAFFING**

Cornelio Mamboleo graduated from the University of Central Florida with a B.S. in Communications and got his MBA from the University of La Verne. Cornelius has over 11+ years of Staffing experience. Cornelius manages Healthcare Staffing Professionals (HSP) account acquisitions and oversees all Staffing Operations.

#### **RANDY HAMAMOTO VICE PRESIDENT OF BUSINESS DEVELOPMENT**

Randy Hamamoto joined Healthcare Staffing Professionals, Inc. with over 24 years of Healthcare IT sales and sales management experience and has led teams for small privately held businesses, venture-backed organizations and large publicly traded companies. He has an eye for talent and an innate ability to inspire, motivate success and build long-term, mutually beneficial relationships with clients.

Randy holds a BA in English with a specialization in Business Administration from the University of California, Los Angeles.

#### **RICHARD MULLINS, CFO/COO**

Rick Mullins has joined Healthcare Staffing Professionals, Inc. as Chief Financial Officer / Chief Operating Officer with over 30 years of experience in the Healthcare and Information Technology sectors. After an early career in Accounting, Rick served as Vice President-Enterprise Solutions with Misys Healthcare Systems, Vice President-Operations with WebMD, as well as Chief Operating Officer for CompuGroup Medical. Most recently he was Head of Customer Success for Lucira Health. Rick will play a key role in our continued growth and relentless focus on employee and client success.

#### **ARIANNA GARCIA, SHRM SCP, DIRECTOR OF HUMAN RESOURCES**

Arianna Garcia, SHRM SCP, serves as our Director of HR, contributing over a decade of valuable experience to our team. Her proficiency spans talent acquisition, employee development, policy implementation, and the cultivation of a positive workplace culture. As a trusted mentor and advisor, Arianna is dedicated to fostering the success of each team member.

#### **WENDY GARBER, PAYROLL MANAGER**

Wendy serves as our experienced Payroll Manager with over 5 years of expertise in efficiently processing payroll within the staffing industry. Proven track record of ensuring accurate and timely compensation for diverse staff while navigating industry-specific nuances.

#### **KRISTIN BARBOUR, OPERATIONS MANAGER**

Kristin serves as a results-driven Operations Manager with a proven track record of over five years, specializing in successful process improvement initiatives. Demonstrated expertise in enhancing operational efficiency and achieving tangible outcomes in diverse settings.

#### **ISMAEL FLORES, DIRECTOR OF SALES OPERATIONS**

Ismael Flores graduated from California State University, Northridge in 2015 and joined the HSP, Inc. team as part of their marketing department. Since then, he has become a valuable asset to our company as he was promoted to Marketing/Sales Operations Director. His role at HSP, Inc. contributes to all of our departments as he helps find new leads in terms of candidates and business contracts, as well as helps our company be tech savvy to make finding candidates for positions hassle-free.

#### **PHILLIP BRITTAIN, DIVISION MANAGER**

Phillip joined HSP recently, relocating to Los Angeles from Cleveland, OH. He is a full time Account Manager working on the Texas Health and Human Resource Commission Contract, connecting with nurses across all specialties. He is especially great at connecting with nurses to figure out their reasons for traveling, and then using that to recommend contracts that will interest them. Phillip will work tirelessly to guide you through the process that is obtaining a travel contract.

#### **TRISHIA CASTANEDA, DIVISION MANAGER**

Trishia Castaneda is a seasoned Recruiting/ Division Manager with over 7+ years of experience leading talent acquisition across North Carolina and the Northeastern US. Known for building high-impact teams that drive growth, Trishia excels in strategic recruitment, leveraging deep regional insights to secure top-tier talent. Her data-driven approach, coupled with exceptional communication skills, creates a seamless experience for candidates and hiring teams alike. With a commitment to inclusivity and innovation, Trishia continues to shape the future of recruitment in the region.

## **2.6 Revisions to Handbook**

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including HSP, Inc. (Healthcare Staffing Professionals) policies and procedures. The handbook is not a contract. The Agency reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning at-will employment.

When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a posting on a company website.

## **3.0 Hiring and Orientation Policies**

### **3.1 Accommodations for Pregnant Employees**

HSP, Inc. (Healthcare Staffing Professionals) will provide reasonable accommodation to pregnant employees for known limitations related to pregnancy, childbirth, or other related medical conditions in accordance with the federal Pregnant Workers Fairness Act (PWFA).

Examples of potential reasonable accommodations include:

- Seating;
- Closer parking;
- Flexible hours;
- Appropriately sized uniforms and safety apparel;
- Additional break time to use the bathroom, eat, and rest;
- Leave or time off to recover from childbirth;
- Limitations on strenuous activities; and
- Limitations on strenuous activities or those that involve exposure to compounds not safe for pregnancy.

If you require an accommodation, notify your Manager(s). If the need for a particular accommodation is not obvious, you may be asked to include relevant information such as:

- The reason you need an accommodation.
- A description of the proposed accommodation.
- How the accommodation will address limitations caused by pregnancy, childbirth, or related medical conditions.

The Company will not require you to accept any accommodation without engaging in the interactive process to accurately understand your limitations and explore potential accommodations. The Company is not required to make your specific requested accommodation and is not required to provide any accommodation that would constitute an undue hardship on the Company.

If leave is provided as a reasonable accommodation, it may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by law.

The Company will comply with state or local laws that provide additional protections beyond the PWFA.

The Company will not retaliate against employees who request or receive an accommodation under this policy.

### 3.2 Affirmative Action (Federal Contractors)

It is the policy of HSP, Inc. (Healthcare Staffing Professionals) to take affirmative action as called for by applicable laws and executive orders to:

- Provide equal employment opportunities to all qualified persons and recruit, hire, train, terminate, promote, and compensate persons in all jobs without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information or characteristics, protected veteran status, or other protected classifications in accordance with federal law.
- Administer personnel actions in areas such as compensation, benefits, transfers, layoffs and recalls, Company-sponsored education training, tuition assistance, and social and recreational programs to ensure that no employees are discriminated against.
- Ensure employment decisions are made in furtherance of the objective of equal employment including, but not limited to:
  - **Recruitment and selection** – Recruitment and hiring of all personnel is accomplished without discrimination against any individual whose status is protected by applicable state or local law.
  - **Promotion** – Individuals will be upgraded and promoted on the basis of their abilities, skills, and experience. The Company will undertake good faith efforts to ensure that minority and women employees, disabled individuals, and covered veterans, who are qualified, as well as those who become qualified through training, are considered for promotion.
  - **Transfers** – When vacancies occur, the Company will make every good faith effort to effect transfers of qualified minority and women employees, disabled individuals, and covered veterans, into areas where such employees may have been or may now be underutilized.
  - **Terminations** – When reductions in Company workforce occur, they will be based on nondiscriminatory factors and make every good faith effort to ensure that minorities and women, disabled individuals, and covered veterans are treated in a nondiscriminatory manner.

Applicants and employees will not be subjected to harassment, intimidation, or any type of retaliation because they have:

- Filed a complaint;
- Assisted or participated in an investigation, compliance review, or any other activity related to the administration of any federal, state, or local law requiring equal employment opportunity;
- Opposed any act or practice made unlawful by any federal, state, or local law requiring equal opportunity; or
- Exercised any other legal right protected by federal, state, or local law requiring equal opportunity.

### 3.3 Conflicts of Interest

HSP, Inc. (Healthcare Staffing Professionals) is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or contractor to the Company, you must disclose it to your Manager(s). If an actual or potential conflict of interest is determined to exist, the Company will take such steps as it deems necessary to reduce or eliminate this conflict.

HSP to the best of its ability identifies conflicts of interest. HSP discloses all conflicts of interest to its clients. HSP annually reviews its relationships and its staff's relationships with vendors, clients, competitors, and regulatory entities to determine conflicts of interest. When conflicts of interest arise HSP discloses this conflict of interest when appropriate to whichever client may be involved or affected. HSP enforces that associates of the HSP are not permitted to maintain additional employment, accept gifts (other than those of nominal value), or allow payment on their behalf of any travel, living, or entertainment expense by any

person or organization currently doing business with or seeking to conduct business with HSP unless approved by the client involved or potentially involved.

Potential Conflicts of Interest must be self-reported to your hiring recruiter within 3 business days from the date of hire. Subsequent conflicts of interest must be reported to your immediate supervisor within three business days and the HSP Administration Team at [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com).

Potential conflicts of interest are listed below:

- Use of company information or equipment for personal gain.
- Self-dealing.
- Moonlighting, or working multiple jobs
- Receiving gifts from persons with whom the company does business.
- Reporting to a family member (nepotism).

### **3.4 Disability Accommodation**

HSP, Inc. (Healthcare Staffing Professionals) complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, the Company will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

If you require an accommodation because of your disability, it is your responsibility to notify your Manager(s). You may be asked to include relevant information such as:

- The reason you need an accommodation.
- A description of the proposed accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, the Company will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by the Company in connection with a request for accommodation will be treated as confidential.

The Company encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, the Company is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Company.

Where state or local law provides greater protections to employees than federal law, the Company will apply the law that provides the greatest benefit to employees.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

The Company will not discriminate or retaliate against employees for requesting an accommodation.

### **3.5 Employment Authorization Verification**

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of

employment with HSP, Inc. (Healthcare Staffing Professionals). If you are currently employed and have not complied with this requirement or if your status has changed, inform your recruiter immediately.

If you are authorized to work in this country for a limited period of time, you will be required to submit proof of renewed employment eligibility prior to the expiration of that period to remain employed by the Company. Due to the nature of our business as a temporary staffing firm, HSP, Inc. (Healthcare Staffing Professionals) will not sponsor not petition for employment authorizations, or visa requests for employment.

If you are an international student or a vise that requires different taxation rules, you must inform your recruiter as soon as possible but no later than three business days post hire.

### **3.6 Employment of Relatives and Friends**

We will not employ friends or relatives in circumstances where actual or potential conflicts may arise that could compromise supervision, safety, confidentiality, security, and morale at HSP, Inc. (Healthcare Staffing Professionals). It is your obligation to inform the Company of any such potential conflict so the Company can determine how best to respond to the particular situation.

### **3.7 Job Descriptions**

HSP, Inc. (Healthcare Staffing Professionals) attempts to maintain a job description for each position. If you do not have a current copy of your job description, you should request one from your Manager(s).

Job descriptions are prepared by the Company or our clients and serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description. Furthermore, the Company may have to revise, add to, or delete from your job duties per business needs. On occasion, the Company may need to revise job descriptions with or without advance notice to employees.

If you have any questions regarding your job description or the scope of your duties, please speak with your Manager(s).

### **3.8 New Hires and Introductory Periods**

#### **Orientation**

HSP will provide all new associates with an orientation to the company's policies and procedures. Each associate will receive an Associate Handbook. The Associate Handbook includes orientation to safety, including National Patient Safety Goals, Infection Control, Cultural Diversity, age-specific care and sensitivity, Patient Rights and Ethics of care (see addendum).

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 staffing coordinator will explain required orientation to all associates 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)

#### **Employee Responsibilities**

- Employees are required to furnish all necessary credentials to ensure updated records and maintain continuous employment.
- Employee is and shall be duly licensed to practice his/her profession in any State where Employee is assigned and shall maintain current professional standing at all times. Evidence of such licensing shall be submitted to HSP prior to commencing the Assignment. Associate agrees to give immediate notice to HSP 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.
- Employee agrees to submit to HSP, before commencing any Assignment, all requested documentation that is necessary to comply with Joint Commission, Client and HSP expectations

- Employee agrees to and shall observe and comply with the applicable policies, procedures, rules and regulations established by Client.
- 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. Employee agrees to accept 13 both clinical and operational supervision from his/her immediate supervisor.
- Employee agrees that patient records and charts shall at all times remain the property of the Client. 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.
- Employee agrees to immediately provide written notice to HSP as to any legal proceeding instituted or threatened, or any claim or demand, made against Associate or HSP with respect to Associate's rendering of services under this Agreement.
- Associate agrees to notify HSP of any unscheduled absence at least two (2) hours prior to beginning a shift.
- Any injury or illnesses suffered by Employee must be reported to a HSP 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 HSP trade secrets or any confidential or proprietary information of HSP, HSP associates, Clients, or patients of Clients.

Healthcare Staffing Professionals is your employer, and all inquiries or issues related to your job must be directed to us first, not the client. This approach ensures that we can promptly and effectively address any concerns and find solutions that align with the interests of all parties involved.

Some typical situations requiring you to call Healthcare Staffing Professionals immediately include:

- Job description changes
- Illness to tardiness
- Time off
- Change in assignment hours
- Inadequate supervision or support
- Job Interviews
- An offer of permanent employment
- An extension to the length of your assignment

Please do not hesitate to call us to request or share any information. Open communication is critical to our mutual success as we make sure that your needs and those of our clients continue to be met. You can reach us at 818-927-2141 or via email a [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com)

## **Scheduling**

The best way to get started with shifts is to be oriented at as many facilities in your local area as quickly as possible. Also, give your local branch office your availability to place into our scheduling database. HSP will work diligently to match your skills with one of our many facilities. When work, suitable for your abilities, is available and HSP contacts you for an assignment, you are under no obligation to accept the assignment. You have been contacted because you are qualified and 14 suited for that particular assignment. It is the responsibility of the associate to inform the scheduling coordinators of his/her availability.

By communicating availability, the associate enhances their opportunity to work available shifts. If you accept the assignment offered by HSP our expectations are:

- Associate will be committed to work
- Associate will be prepared to work
- Associate will be appropriately dressed
- Associate will be to work on time.

HSP would prefer you turn down a shift rather than to later cancel one you have accepted. Canceling a shift you have accepted is a very serious matter. It is important that you understand HSP's policy regarding the cancellation of shifts. Occasionally our facilities will call with an immediate need. You may be contacted and offered work for this shift. You are under no obligation to accept this shift; however, this is a great way to pick up extra hours.

### **Cancellations**

HSP has the right to cancel any scheduled shift. Scheduled shifts may be canceled at any time within a negotiated time frame. We will attempt to notify you of the cancellation as soon as we receive notice. It is your responsibility to be accessible so we can notify you of any changes or cancellations, as well as offer you other shift opportunities should they be available. If HSP schedulers are unable to reach the associate, proper documentation will be made and no "Late Cancel" pay will be issued. Occasionally, our facilities may have to cancel a previously booked shift because of a decrease in patient census. We do require our facilities a minimum of 2 hours of cancellation call time. However, cancellation times may vary with facilities; contact your branch office scheduler for further information. To ensure proper notification of canceled shifts, please call and check with HSP before you leave home to ensure that your shift is still scheduled. If you have accepted a shift and need to cancel, you must give HSP a minimum of four (4) hours' notice. Should you need to cancel your shift assignment, you should personally call and speak to the schedulers for cancellation. If the scheduler is not contacted personally, it will be considered a "no-call-no-show".

Remember someone will always be available to answer your call, even on weekends and during the late night hours. If you are sick and unable to fulfill your assigned shift, you must personally call HSP, and speak to the schedulers and advise them of your illness and when you might be available to return to work. Should you miss three consecutive scheduled shifts, you may be required to have a physician's verification of the illness prior to scheduling any further shifts. This note needs to include the date you may return to work and state that no work restrictions apply. Obviously, bad weather does occur. Please, make every attempt to be aware of the weather forecast. Associates may need to leave earlier to fulfill patient care commitments. Our ultimate concern is for your safety and also for the care of the patients. In the event of bad weather, we will make every effort to assist you. Please give HSP as much advance notice as possible. Your attendance is reviewed monthly, excessive absences and or tardiness will result in disciplinary action up to termination of employment.

### **No Call No Show**

No Call No Shows are those shifts, in which an associate previously books and fails to show up and did not personally notify our scheduling office. A No Call No Show on any assignment could be considered grounds for immediate termination of employment.

## **3.9 Posting of Openings**

All employees are welcomed to review our website and apply for other potential opportunities to undergo the submission process (selection, submission, pre-interview). Please note that our systems do not allow for confirmation of application or application status updates; if you are selected after you apply, an HSP representative will reach out 72 hours after your application is received.

Temporary employees currently engaged in an active assignment may need to fulfill their current responsibilities before transitioning to a new assignment.

## **3.10 Religious Accommodation**

HSP, Inc. (Healthcare Staffing Professionals) recognizes the diversity of religious beliefs and is committed to providing equal employment opportunities to all employees, regardless of their religious beliefs and practices or lack thereof. Consistent with this commitment, the Company complies with Title VII of the Civil Rights Act of 1964 and all applicable state and local laws that prohibit employment discrimination on the basis of religion. The Company will reasonably accommodate the sincerely held religious beliefs of

employees if the accommodations would resolve a conflict between the individual's religious belief or practice and a work requirement, unless doing so would create an undue hardship.

### Requesting a Religious Accommodation

If you need an accommodation because of your religious beliefs or practices, make the request with your Manager(s) or email human Resources at [hr@hsp-inc.com](mailto:hr@hsp-inc.com). You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need the accommodation.
- How the accommodation will help resolve the conflict between your religious beliefs or practices (or lack thereof) and your work requirements.

After receiving your request, the Company will engage in an interactive dialogue with you to explore potential accommodations that could resolve the conflict between your religious beliefs or practices and work requirements. The Company encourages you to suggest specific reasonable accommodations. However, the Company is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Company.

The Company will not discriminate or retaliate against employees who, in good faith, request a religious accommodation under this policy.

## **3.11 Training Program**

In most cases, and for most departments, training employees is done on an individual basis by our clients at your designated facility. Even if you have had previous experience in the specified functions of your job duties, it is necessary for you to learn our specific procedures, as well as the responsibilities of the specific position for the client you are assigned to. If you ever feel you require additional training, consult your Supervisor, Recruiter or HSP Admin [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com)

HSP also conducts training sessions as necessary via the following methods:

- In-Person
- Phone
- Email
- Video Conference
- Webinar
- Video Links
- Flyers
- Outsourced training platforms
- Other methods as needed

**YOU ARE EXPECTED TO MAINTAIN ACCURATE CONTACT INFORMATION ON FILE TO ENSURE YOU RECEIVE EMPLOYER COMMUNICATIONS.**

### **Continuing Education**

HSP does not extend Continuing Education Units.

Continuing Education Ongoing continuing education is the responsibility of HSP employees to ensure that all clinical staff has a current knowledge and practice base. HSP 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.prophecyhealth.com](http://www.prophecyhealth.com), [www.nursingspectrum.com](http://www.nursingspectrum.com), [www.Cmelist.com](http://www.Cmelist.com), [www.AATBS.com](http://www.AATBS.com), [www.AART.com](http://www.AART.com), [www.ADHA.org](http://www.ADHA.org), [www.AARC.org](http://www.AARC.org), [www.Care2learn.com](http://www.Care2learn.com), [www.lifesavered.com](http://www.lifesavered.com), [www.nursingworld.org](http://www.nursingworld.org), [www.APNA.org](http://www.APNA.org), [www.nln.org](http://www.nln.org)

Evidence of continuing education and required in-service education are part of the ongoing competency assessment program and will be maintained in your personnel file. Please provide HSP with copies of your continuing education certificates.

Continuing education informational bulletins, such as JCAHO NPSGs and other industry-recommended practices is also provided by our Nurse Liaison Consultant and mailed out to each provider bi-annually. A copy of the bulletin mailed is filed in our JCAHO binder. Associate Performance Review

## **Performance Reviews**

Every healthcare professional employed by HSP will have a biannual performance evaluation carried out by the HSP, on or around your anniversary date, unless specified otherwise by our contractual agreements with our clients. HSP will attempt to obtain feedback from client representatives regarding clinical staff competence and the ongoing performance of professional employees. Unfortunately, some clients will not cooperate with HSP in this regard, so HSP follows a competence-by-exception philosophy. In the absence of client feedback, unless there is evidence of a performance issue, we assume that our associates are meeting performance expectations.

- Feedback from our clients regarding clinical and/or professional performance is addressed with our associates immediately. Follow-up with our clients is completed within an appropriate time frame.
- Every healthcare professional employed by HSP will complete annual skills checklists, which apply to their specialty area of work.
- When training needs are identified, an opportunity to complete the training will be provided at the earliest possible occasion.
- The company assesses aspects of an employee's competence at hiring, at performance evaluation, and as needed or required by state licensing agencies, to ensure that associates have the skills or can develop the skills to perform and continue to perform their duties.
- The management Consultant is responsible to ensure that any areas of development are identified and addressed.

## **4.0 Wage and Hour Policies**

### **4.1 Attendance**

HSP, Inc. (Healthcare Staffing Professionals) requires regular and punctual attendance by employees. You are expected to arrive at the workplace on time and ready to perform your job. Failure to comply with this policy may result in disciplinary action, up to and including termination.

If you are not going to arrive at work or return from a break on time, you must notify your Manager(s) as soon as possible but at least [[time frame (e.g., 30 minutes)]] before your scheduled start time. [[If your Manager(s) is not available, contact another member of management.]]

If you must miss work due to an emergency or other unexpected circumstance, notify your Manager(s) [[and/or appropriate name or department]] as soon as possible. Notice should include the expected duration of your absence and your expected time or date of return. You may be required to provide documentation of the need for the absence, as permitted by applicable law.

If you become ill during your scheduled workday and need to leave before the end of your shift, notify your Manager(s) immediately. If you are unable to perform your job at an acceptable level due to illness, you may be sent home until you are well enough to work.

Absences will be considered excused if you requested the time off in accordance with Company policies and received the required approval for the absence. Absences will be considered unexcused if you are absent from work during scheduled work hours without permission and do not receive retroactive approval.

This policy applies to all absences, including full- or partial-day absences, late arrivals, and early departures. [[However, the Company provides a [time frame (e.g., 30-minute)] grace period for arriving at work and a [time frame (e.g., 15-minute)] grace period when returning from lunch.]]

Planned absences, such as vacations or medical appointments, should be arranged as far in advance as possible. If you need to be absent during the workday, attempt to schedule outside appointments or obligations so that your absence has the smallest impact possible on business operations.

The Company reserves the right to apply unused vacation, sick time, or other paid time off to unauthorized absences when permitted by applicable law. Absences resulting from approved leave, vacation, or legal requirements are exceptions to this policy.

If you fail to report to work for [[number of days (e.g., three)]] or more consecutive days and have not provided proper notification, the Company will assume that you have voluntarily resigned your position and will proceed with the termination process.

## **4.2 Direct Deposit**

HSP, Inc. (Healthcare Staffing Professionals) encourages all employees to enroll in direct deposit. If you would like to take advantage of direct deposit, ask your recruiter for an application form. Typically, the bank will begin the direct deposit of your payroll within 30 calendar days after you submit your completed application.

If you've opted for direct deposit payroll services, a digital breakdown of your deductions will be electronically furnished instead of a physical check, unless otherwise specified.

Any alterations to your direct deposit details following your initial onboarding must be carried out through your ADP Employee Self-Service portal.

## **4.3 Employment Classifications**

The Agency designates all employees as either exempt or nonexempt in compliance with applicable federal, state, and local law:

### **Exempt Employees**

Exempt employees are generally paid a fixed salary, are not entitled to overtime pay, and are exempt from certain Federal, State and local wage and hour laws.

### **Nonexempt Employees**

Nonexempt employees are entitled to minimum wage and overtime pay.

You will be informed of your classification, status, and responsibilities at the time of hire and at any time your classification, or status changes. If you have a question regarding this information, contact your recruiter or Human Resources at [hr@hsp-inc.com](mailto:hr@hsp-inc.com). These classifications do not alter your employment-at-will status.

**ALL EMPLOYMENT THROUGH OUR AGENCY IS A TEMPORARY AT-WILL EMPLOYMENT; AND YOU MAY HAVE A DESIGNATED ASSIGNMENT PERIOD, WE CANNOT GUARANTEE EMPLOYMENT FOR ANY PERIOD OF TIME.**

If we refer to contractual dates, this is referring to our contract with our client. Our contractual dates with our clients DO NOT change your temporary at-will employment status and DO NOT guarantee your employment for any specified period of time.

#### **4.4 Introduction to Wage and Hour Policies**

At HSP, Inc. (Healthcare Staffing Professionals), pay depends on a wide range of factors, including our client contracts, pay scale surveys, individual effort, profits, and market forces. If you have any questions about your compensation, including matters such as paid time off, commissions, overtime, benefits, or paycheck deductions, contact your recruiter or our support teams:

Human Resources- [hr@hsp-inc.com](mailto:hr@hsp-inc.com)

Payroll- [payroll@hsp-inc.com](mailto:payroll@hsp-inc.com)

Operations- [operations@hsp-inc.com](mailto:operations@hsp-inc.com)

Support- [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com)

#### **4.5 Pay Transparency (Federal Contractors)**

(HSP, Inc. (Healthcare Staffing Professionals)) will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employees or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

#### **4.6 Paycheck Deductions**

HSP, Inc. (Healthcare Staffing Professionals) is required by law to make certain deductions from your pay each pay period, including deductions for federal income tax, Social Security and Medicare (FICA) taxes, state income taxes, state unemployment taxes, state disability insurance taxes, etc., and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the information you list on your federal Form W-4 and applicable state withholding form. Permissible deductions for exempt employees may also include, but are not limited to, deductions for full-day absences for reasons other than sickness or disability and certain disciplinary suspensions. You may also authorize certain voluntary deductions from your paycheck where permissible under state law. Your deductions will be reflected in your wage statement. If you have any questions about deductions from your pay, contact our HSP Administration Team at [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com)

The Company will not make deductions to your pay that are prohibited by federal, state, or local law. Review your paycheck for errors each pay period and immediately report any discrepancies to our payroll department at: [payroll@hsp-inc.com](mailto:payroll@hsp-inc.com)

Discrepancies will be rectified on the subsequent scheduled pay date, unless exceptional circumstances are present.

The Company will not retaliate against employees who report erroneous deductions in accordance with this policy.

#### **4.7 Recording Time**

HSP, Inc. (Healthcare Staffing Professionals) is required by applicable federal, state, and local laws to keep accurate records of hours worked by certain employees. To ensure that the Agency has complete and accurate time records and that employees are paid for all hours worked, nonexempt employees are required to record all working time using Agency time cards/time sheets/punch clock/timekeeping application/other. Speak with HSP ADMIN [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com) for specific instructions.

You must accurately record all of your time to ensure you are paid for all hours worked and must follow established Agency procedures for recording your hours worked.

Both the supervisor and the employee/consultant must sign the timesheet. Please note that failure to submit a supervisor's signed timesheet will result in no payment for the hours worked until an approval of the hours is submitted.

Any overtime or Holidays worked MUST be approved by the facility and the Overtime approval form must be filled out and signed by you and the facility.

Timesheets are to be submitted weekly after your last weekly scheduled shift but no later than Sundays at 5pm.

If you notice a pay discrepancy, please submit a payroll ticket here: [Payroll Discrepancy](#)

Falsifying time entries is strictly prohibited. Falsifying time entries includes working "off the clock." If you falsify your own time records or the time records of co-workers, or if you work off the clock, you will be subject to discipline up to and including termination. Immediately report to HSP Admin [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com) any employee, supervisor, or manager who falsifies your time entries or encourages or requires you to falsify your time entries or work off the clock.

#### **4.8 Use of Employer Credit Cards**

All employees in the possession of a credit card issued by HSP, Inc. (Healthcare Staffing Professionals) will adhere to the strictest guidelines of responsibility for the protection and proper use of that card.

Your Company credit card may not be used for personal reasons. Use of the Company credit card is restricted to approved business related expenses.

Any unauthorized purchases made with a credit card issued by the Company will be the cardholder's responsibility.

Immediately report lost or stolen Company cards to your Manager(s). Failure to follow this policy may result in disciplinary action up to and including discharge.

#### **4.9 Workday/Workweek**

HSP, Inc. (Healthcare Staffing Professionals)'s workweek runs from Sunday to Saturday. The workday begins at midnight and ends at 11:59 PM. Employees may be required to come in early, work late, or work overtime from time to time, depending on various factors, such as workloads, staffing needs, and special projects.

If you are on an alternative workweek or workday schedule that the one outlined above, your employment agreement on onboarding communications will outline your designated workweek or workday schedule.

### **5.0 Performance, Discipline, Layoff, and Termination**

#### **5.1 Criminal Activity/Arrests**

HSP, Inc. (Healthcare Staffing Professionals) will report all criminal activity in accordance with applicable law. Involvement in criminal activity while employed by the Agency, whether on or off Agency property, may result in disciplinary action including suspension or termination of employment. After onboarding with Healthcare Staffing Professionals, you are required to notify HSP of any subsequent criminal convictions or arrests within 5 business days from occurrence. Following your report, an investigation to determine if job conflicts exist will take place. You may report this by sending an email to [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com).

If it is found that the subsequent conviction or arrest resulted in job conflict, or if an employee fails to report

subsequent convictions or arrests, this may lead to disciplinary action, up to and including termination of employment.

You are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment.

## **5.2 Disciplinary Process**

Violation of HSP, Inc. (Healthcare Staffing Professionals)'s policies or procedures may result in disciplinary action, including demotion, transfer, leave without pay, or termination of employment. The Company encourages a system of progressive discipline depending on the type of prohibited conduct. However, the Company is not required to engage in progressive discipline and may discipline or terminate employees who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time.

Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis consistent with applicable law. Note that the specific terms of your employment relationship, including termination procedures, are governed by the laws of the state in which you are employed.

Understand that while the Company is concerned with consistent enforcement of our policies, we are not obligated to follow any disciplinary or grievance procedure and, depending on the circumstances, you may be disciplined or terminated without any prior warning or procedure.

### **Do Not Return Policy**

HSP is committed to providing a higher standard of service to our clients and to the delivery of safe, quality patient care. As a HSP associate, you play a very valuable role in our success in delivering excellent customer service and in our ability to achieve Joint Commission Certification. Poor performance by our associates, resulting in a "Do Not Return" status, can negatively impact HSP's reputation.

IMPORTANT registry providers placed on do not return will result in immediate termination of employment with HSP. Your employment with HSP may be re-established at a later time, depending on the severity of the incident that caused the do not return, you will not however be placed at the client facility that marked you as a do not return for any reason if employment with HSP is re-established.

### **Clinical Supervision**

The Management Consultant provides clinical staff supervision for HSP's healthcare professionals. The Consultant utilizes the appropriate practice acts, the professional licensing and certification boards and professional associations as clinical resources, as needed. HSP will provide contact to a Clinical Oversight specialist who will assist with handling clinical performance issues.

## **5.3 Exit Interview**

You may be asked to participate in an exit interview when you leave HSP, Inc. (Healthcare Staffing Professionals). The purpose of the exit interview is to provide management with greater insight into your decision to leave employment; identify any trends requiring attention or opportunities for improvement; and to assist the Company in developing effective recruitment and retention strategies. Your cooperation in the exit interview process is appreciated.

## **5.4 Open Door/Conflict Resolution Process**

HSP, Inc. (Healthcare Staffing Professionals) strives to provide a comfortable, productive, legal, and ethical work environment. To this end, we want you to bring any problems, concerns, or grievances you have about the work place to the attention of our Human Resources Department at [hr@hsp-inc.com](mailto:hr@hsp-inc.com), your Recruiter or upper-level management.

## **5.5 Outside Employment**

Outside employment that creates a conflict of interest or that affects the quality or value of your work performance or availability at HSP, Inc. (Healthcare Staffing Professionals) is prohibited. The Company recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect your attendance, job performance, productivity, work hours, or scheduling, or would otherwise adversely affect your ability to effectively perform your duties or in any way create a conflict of interest. Any outside employment that will conflict with your duties and obligations to the Company should be reported to your Manager(s). Failure to adhere to this policy may result in discipline up to and including termination.

## **5.6 Pay Raises**

HSP structures our compensation and benefits plan in a fair and competitive manner. Our pay rates are based on our contractual agreements with our clients, the market, and the localities we conduct business in.

## **5.7 Performance Improvement**

HSP, Inc. (Healthcare Staffing Professionals) will make efforts to periodically review your work performance. The performance improvement process will take place in accordance with our contractual client agreements but no less than every two years, or as business needs dictate.

The performance improvement process is a means for increasing the quality and value of your work performance. Your initiative, effort, attitude, job knowledge, and other factors will be addressed. You must understand that a positive job performance review does not guarantee a pay raise or continued employment.

## **5.8 Post-Employment References**

HSP, Inc. (Healthcare Staffing Professionals) policy is to confirm dates of employment and job title only. With written authorization, the Agency will confirm compensation. All employment verifications are processed through The Work Number. Forward any requests for employment verification to hr@hsp-inc.com for processing.

## **5.9 Promotions**

To match you with the job for which you are best suited and to meet the business needs of HSP, Inc. (Healthcare Staffing Professionals), you may be transferred from your current job. It is our policy to promote from within only when the most qualified candidate is available and it does not adversely impact our client's. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job.

Benefits may vary among different client assignments. You must inquire with your recruiter about the benefits and compensation structure for your new assignment before initiating any transfers.

## **5.10 Resignation Policy**

HSP, Inc. (Healthcare Staffing Professionals) hopes that your employment with the Agency will be a mutually rewarding experience; however, the Agency acknowledges that varying circumstances can cause you to resign from employment. The agency intends to handle any resignation in a professional manner with minimal disruption to the workplace for HSP and our clients.

### Notice

The Agency requests that you provide a minimum of two weeks' notice of your resignation. If you are a Manager or supervisor, you are requested to provide a minimum of four weeks' notice. Provide a written resignation letter to your direct supervisor and Human Resources at hr@hsp-inc.com. If you provide less

notice than requested, Agency may deem you to be ineligible for rehire, depending on the circumstances of the notice given.

The Agency reserves the right to provide you with pay in lieu of notice in situations where the job or business needs warrant.

### Final Pay

The Agency will pay all final wages in accordance with applicable laws.

Notify Agency if your address changes during the calendar year in which the resignation occurs to ensure tax information is sent to the correct address.

### Return of Property

Return all Agency property at the time of separation, including ID Badges provided by our clients, and any and all equipment provided by our clients. Failure to return some items may result in deductions from your final paycheck where state law allows, or Agency may pursue criminal charges for failure to return property.

## **5.11 Standards of Conduct**

HSP, Inc. (Healthcare Staffing Professionals) wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, clients, customers, and other stakeholders. We all share in the responsibility of improving the quality of our work environment. By deciding to work with HSP, you agree to abide by our policies and our client's policies.

While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment. This policy is not intended to limit our right to discipline or discharge employees for any reason permitted by law.

Examples of inappropriate conduct include:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on Company property (including in Company vehicles), or on Company business.
- Inaccurate reporting of the hours worked by you or any other employees.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the Company or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-company communications, or expense records.
- Taking or destroying Company property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO policy), any fellow employee, vendor, or customer.
- Disclosure of Company trade secrets and proprietary and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, trademarks, etc.) of the Company or its customers, contractors, suppliers, or vendors.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Smoking in non designated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees on Company premises during working hours.

- Failure to dress according to Company policy.
- Use of obscene or harassing (as defined by our EEO policy) language in the workplace.
- Engaging in outside employment that interferes with your ability to perform your job at this Company.
- Gambling on Company premises.
- Lending keys or keycards to Company property to unauthorized persons.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act, or to modify the at-will employment status where at-will is not prohibited by state law.

## 5.12 Transfers

HSP, Inc. (Healthcare Staffing Professionals) may transfer your employment from one assignment to another during the course of employment.

Transfers are allowed as long as they do not adversely impact our clients and you successfully complete your current active assignment, or the client requests a transfer.

When transitioning to a new assignment, please be prepared to furnish updated credentials and documentation. There may be a compensation change and a different benefit structure with your new assignment, so it's important to obtain this information from your recruiter before initiating a transfer.

## 5.13 Workforce Reductions (Layoffs)

If necessary based upon business needs, HSP, Inc. (Healthcare Staffing Professionals) management may decide to implement a reduction in force (RIF). We acknowledge that RIFs can be a trying experience for all involved, and the Company will make its best effort to make sound business decisions while acknowledging the needs of its workforce.

Employees will be provided with notices as mandated by state laws.

## 6.0 General Policies

### 6.1 Authorization for Use of Personal Vehicle

All employees required to operate a motor vehicle as part of their employment duties must maintain a valid driver's license, acceptable driving record, and appropriate insurance coverage. HSP, Inc. (Healthcare Staffing Professionals) may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license and insurance coverage for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions or changes to your insurance policy, must be reported to the Company.

If you use your personal vehicle in the course and scope of employment, you may not operate such vehicle while:

1. Under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive; or
2. Texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device.

To report a car accident that occurred while on the job, please email Human Resources at [hr@hsp-inc.com](mailto:hr@hsp-inc.com). Be ready to provide details of the accident and include a copy of the police report.

## **6.2 Bulletin Boards**

HSP, Inc. (Healthcare Staffing Professionals) maintains an official bulletin board located at [www.hsp-inc.com](http://www.hsp-inc.com) under Employee Resources for providing employees with official Company notices, and employment-related notices. At times the Company may also post information of general interest to employees on the bulletin board. You are responsible for being informed about this material by periodically reviewing the bulletin board. Only authorized personnel may add and remove notices from the bulletin board.

You may also receive information regarding updates via email, text or mail.

## **6.3 Computer Security and Copying of Software**

Software programs purchased and provided by HSP, Inc. (Healthcare Staffing Professionals) are to be used only for creating, researching, and processing materials for Company use. By using Company hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable Company policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of the Company, or developed by Company employees or contract personnel on behalf of the Company, is and will be deemed Company property. It is the policy of the Company to respect all computer software rights and to adhere to the terms of all software licenses to which the Company is a party.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the Company to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain your manager's approval.

You may not duplicate, copy, or give software to any outsiders including clients, contractors, customers, and others. You may use software on local area networks or on multiple machines only in accordance with applicable license agreements entered into by the Company.

## **6.4 Driving Record**

All employees required to operate a motor vehicle as part of their employment duties at HSP, Inc. (Healthcare Staffing Professionals) must maintain a valid driver's license and acceptable driving record. The Company may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license for your personnel file. Any changes in your driving record, including but not limited to driving infractions, must be reported to the Company.

State law requires all motorists to carry auto liability insurance. It is against the law to drive without insurance. If you use your own vehicle as a part of your employment duties, you must provide management with a current proof of insurance statement or card. New proof of insurance is required every time your policy expires and renews.

## **6.5 Employer Sponsored Social Events**

HSP, Inc. (Healthcare Staffing Professionals) holds periodic social events for employees. Be advised that your attendance at these events is voluntary and does not constitute part of your work-related duties. Any exceptions to this policy must be in writing and signed by a Manager(s) prior to the event.

Alcoholic beverages may be available at these events. If you choose to drink alcoholic beverages, you must do so in a responsible manner. Do not drink and drive. Instead, please call a taxi or appoint a designated driver.

## 6.6 Employer-Provided Cell Phones/Mobile Devices

HSP, Inc. (Healthcare Staffing Professionals) / Clients may issue certain employees an Agency/ Clients cell phone/mobile device for work-related communications and/or operations. If you drive a vehicle during your employment, you may not use any cell phone/mobile device or other communication devices while driving unless the device is equipped or configured with a "hands-free" listening/speaking option, and you in fact utilize the hands-free device.

The Agency/ Clients owns and remains entitled to all cell phone/mobile devices issued to employees, including all passwords controlling access to them.

You may not change those passwords except with permission. At the time of employment termination, all such equipment and passwords must be returned to the Agency/ Clients in operable condition.

Violation of this policy may result in discipline, up to and including termination of employment.

## 6.7 Incentive Programs

### Leverage Your Connections

We appreciate you sharing your connections with us. We want to thank you for every new connection you help us make. Refer a friend, coworker or family member and receive \$200 per candidate who we present to a client and place into a position. Submit your candidate referrals down below!

<https://www.hsp-inc.com/referrals/candidate-referrals/>

## 6.8 Grievance or Complaint Resolution Procedures

### Grievance or Complaint Resolution Procedures

#### Purpose

Healthcare Staffing Professionals, Inc recognizes that there are times when the need arises for employees to express concerns or complaints in a formal manner. The following procedures will ensure that nonunion employees receive a fair and unbiased review of workplace concerns.

#### Procedures

Step 1: Informal discussion with Recruiter, HSP Support, or Immediate Supervisor

Employee concerns should first be discussed with the employee's recruiter, HSP Support team members or communicate their concerns with their direct facility supervisor within 7 days from occurrence.

Step 2: Submit a written complaint

If the employee is not satisfied with the results of the informal discussions in Step 1, the employee may submit a written complaint to HSP Administration at [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com) within 14 days, the complaint should include:

- The nature of the grievance.
- Detailed information including evidence of the issue, witnesses, related policies, etc.
- An explanation of the grievance and details of all previous efforts to resolve the issue.
- A copy any written complaints submitted to the immediate supervisor.
- A copy of any supervisor responses

- Detailed information regarding the employee's dissatisfaction with the immediate supervisor's response.
- The remedy or outcome desired.

If the employee complaint is regarding illegal harassment, discrimination or retaliation, the employee should submit the written complaint directly to Human Resources Email: [hr@hsp-inc.com](mailto:hr@hsp-inc.com)

Human Resources and any other relevant parties to evaluate the grievance and provide a written response to the employee within five days. The outcome of the review by senior management will be final unless new evidence or other circumstances warrant additional review of the complaint.

#### Recordkeeping

Human resources will maintain records of the grievance process confidentially and securely.

Any employee that has a concern about the quality and safety of patient care delivered by HSP, which has not been addressed by HSP's management, is encouraged to contact the Joint Commission at [www.jointcommission.org](http://www.jointcommission.org) or by calling the Office of Quality Monitoring at 630.792.5636. To demonstrate our commitment to the delivery of safe, quality patient care, we assure our employees that no retaliatory or disciplinary action will be taken for reporting a quality of care concern.

## 6.9 Non solicitation/Non distribution Policy

HSP, Inc. (Healthcare Staffing Professionals) prioritizes a harmonious work environment that minimizes disruption to business operations and respects the focus of employees, visitors, and others. Our non solicitation/non distribution policy aims to ensure a balanced approach to interactions within the workplace.

#### Solicitation

For the purposes of this policy, **solicitation** includes various activities such as selling items or services, seeking contributions, or seeking support for an organization. Solicitation, whether conducted verbally, in writing, or electronically, falls under this policy's scope.

During your assigned working hours, soliciting other employees is prohibited. **Working hours** refers to periods when either you or the employees you intend to solicit are expected to be actively engaged in work-related activities. You are permitted to engage in solicitation during authorized nonworking times, such as breaks, provided that the recipients of the solicitation are also on nonworking time.

#### Distribution

To ensure cleanliness, organization, and safety, the distribution of nonwork-related literature or items within working areas is prohibited at all times. Working areas do not include break/rest areas, lunchrooms, and parking lots. Electronic distribution of materials during work hours is also not allowed. Any literature that violates the Company's equal employment opportunity (EEO) and non harassment policies, or knowingly spreads false information, is strictly prohibited. Nonemployees are not permitted to distribute materials on company premises under any circumstances.

#### Statutory Rights and Communication

This policy is not meant to curtail the statutory rights of employees, including their right to discuss terms and conditions of employment. Open communication remains a vital part of our workplace culture.

#### Reporting Violations

If you become aware of violations of this policy, report them to Human Resources at [hr@hsp-inc.com](mailto:hr@hsp-inc.com)

We appreciate your cooperation in maintaining a respectful and focused work environment.

## **6.10 Off-Duty Use of Employer Property or Premises**

You may not use HSP, Inc. (Healthcare Staffing Professionals) property for personal use during working time. You are responsible for returning Company property in good condition and repairing or replacing any property damaged as the result of personal use or as the result of negligence. This includes use of copy machines, computers, Company products, or office supplies for personal use without prior authorization.

It is Agency/ Clients policy to control off-duty and nonworking hour use of Agency/ Clients facilities either for business or personal reasons. You are prohibited from using Agency/ Clients facilities during off-duty or nonworking hours without the written consent of your Supervisor.

## **6.11 Personal Appearance**

Your personal appearance reflects on the reputation, integrity, and public image of HSP, Inc. (Healthcare Staffing Professionals). All employees are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. This may include wearing uniforms or protective safety clothing and equipment, depending upon the job. Use common sense and good judgment in determining what to wear to work.

Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies.

The Company, in accordance with applicable law, will reasonably accommodate employees with disabilities or religious beliefs that make it difficult for them to comply fully with the personal appearance policy unless doing so would impose an undue hardship on the Company. Contact your Manager(s) to request a reasonable accommodation.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Frequent violations may result in disciplinary action, up to and including termination of employment.

## **6.12 Personal Cell Phone/Mobile Device Use**

While HSP, Inc. (Healthcare Staffing Professionals) permits employees to bring personal cell phones and other mobile devices (i.e. smart phones, tablets, laptops) into the workplace, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside of nonworking time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on Company property unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

You are expected to comply with Company policies regarding the protection of confidential and proprietary information when using personal devices.

While operating a vehicle on work time, the Company requires that the driver's personal cell phone/mobile device be turned off. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable state laws.

You may connect your personal device to the Company network or to Company equipment (computers, printers, etc.) for the purposes of work-related activities.

Nothing in this policy is intended to prevent employees from engaging in protected concerted activity under the NLRA.

You will be subject to disciplinary action up to and including termination of employment for violation of this policy.

### 6.13 Personal Data Changes

It is your obligation to provide HSP, Inc. (Healthcare Staffing Professionals) with your current contact information, including your current mailing address, emergency contacts, and telephone number. You should also inform Agency of any changes to your tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings.

You can conveniently update your personal information through our ADP Employee Self-Service portal.

If you are relocating to a different state and will be working remotely, kindly ensure the relocation is approved beforehand. You may submit your relocation request to Human Resources at [hr@hsp-inc.com](mailto:hr@hsp-inc.com).

### 6.14 Security

All employees are responsible for helping to make HSP, Inc. (Healthcare Staffing Professionals) a secure work environment. Upon leaving work, lock all desks, lockers, and doors protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to your Manager(s) immediately. Refrain from discussing specifics regarding Company security systems, alarms, passwords, etc. with those outside of the Company.

Immediately advise your Manager(s) of any known or potential security risks and/or suspicious conduct of employees, customers, or guests of the Company.

Safety and security are the shared responsibility of all employees, and we depend on you to assist in maintaining a secure environment. If you are working at a client facility and encounter safety or security concerns, please promptly report them to Human Resources at [hr@hsp-inc.com](mailto:hr@hsp-inc.com).

### 6.15 Social Media

HSP, Inc. (Healthcare Staffing Professionals) acknowledges that social media has become an integral part of modern life that provides us with unique opportunities to communicate and share information with others. However, we also want to educate employees that their social media use can:

- Pose risks to the Company's confidential and proprietary information, reputation, and brand;
- Expose the Company to discrimination, harassment, and other claims; and
- Jeopardize the Company's compliance with business rules and laws.

To minimize legal risks, avoid loss of productivity and distraction, and ensure that the Company's IT resources and communications systems are used appropriately, all employees must abide by the following policy regarding social media use.

#### Social Media

For purposes of this policy, **social media** refers to any means of posting content on the internet, including personal websites, social networking sites, blogs, chat rooms, and other online platforms, whether affiliated with the Company or not.

#### Use Good Judgment

While the Company respects your right to personal expression, you should assume that anything you do on social media—whether on a business or personal account—could be viewed by a colleague, supervisor, partner, supplier, competitor, investor, customer, or potential customer. As such, any social media activity,

even from your personal account, reflects on the Company as well as on yourself. It is important to remember that anyone can see what you post (or what you posted five years ago).

### Guidelines for Posting on Social Media

When posting:

- Protect trade secrets, intellectual property, and confidential information related to the Company.
- Do not make statements that are maliciously false or defamatory or would constitute unlawful harassment or discrimination.
- Do not make express or implied threats of violence.
- Avoid linking personal accounts to the Company as an official source.
- Respect copyright, trademark, and third-party rights.
- Ensure no HIPAA, PHI or PII information is visible.
- Do not use the Company's email addresses to register on social media platforms for personal use.
- If you identify yourself as an employee of HSP, Inc. (Healthcare Staffing Professionals) on your personal account and are posting about the Company, make it clear that your views are your own and that you are not speaking on behalf of the Company.

### Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by your Manager(s) or consistent with policies that cover equipment owned by the Company.

### Media Contacts

If you are not authorized to speak on behalf of the Company, do not speak to the media on behalf of the Company. Direct all media inquiries for official Company responses to our Human Resources Department at [hr@hsp-inc.com](mailto:hr@hsp-inc.com)

### Retaliation

Retaliation against those reporting policy violations or cooperating in investigations is prohibited. Retaliatory actions may lead to disciplinary measures.

### Violations

Violations of this policy may result in discipline, up to and including termination.

This policy does not limit employees rights to discuss wages, hours, or other terms and conditions of employment. All employees have the right to engage in or refrain from such activities.

## **6.16 Telecommuting**

Telecommuting is defined as regularly working a full or partial workday from home or some other alternate work site.

HSP, Inc. (Healthcare Staffing Professionals) will make telecommuting available to employees when it benefits organizational and departmental needs. This option may not be available in some job classifications due to business needs. Each department manager will determine, in his or her discretion, the positions within the department that may be suitable for telecommuting.

If you meet eligibility requirements for telecommuting, you must submit a Telecommuting Agreement form to your immediate Manager(s) for departmental approval. If you are granted a telecommuting arrangement, you will be subject to the same performance standards as prior to telecommuting. Telecommuting work areas may be evaluated to ensure that appropriate safety standards are met.

If you are on a telecommuting agreement you must work from the location listed on your agreement. If you move or will be working at an alternate location you must first obtain approval from your direct supervisor

and HSP at least 5 days in advance. To make a request, contact HSP Administration at [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com)

## **6.17 Telephone Use**

HSP, Inc. (Healthcare Staffing Professionals) phones are principally for work-related communications. Unless there is an emergency, limit long distance telephone calls to business purposes only. Limit personal use of Company telephones to brief communications during rest periods where possible. Casual conversation with friends and relatives during working hours is strongly discouraged. Telephone use is subject to the Use of Company Technology Policy.

## **6.18 Third Party Disclosures**

From time to time, HSP, Inc. (Healthcare Staffing Professionals) may become involved in news stories or potential or actual legal proceedings of various kinds. When that happens, lawyers, former employees, newspapers, law enforcement agencies, and other outside persons may contact our employees to obtain information about the incident or the actual or potential lawsuit.

If you receive such a contact, you should not speak on behalf of the Company and should refer any call requesting the position of the Company to [info@hsp-inc.com](mailto:info@hsp-inc.com). If you have any questions about this policy or are not certain what to do when such a contact is made, contact our 24 hour support team at 818-927-2141.

## **6.19 Use of Company Technology**

This policy is intended to provide HSP, Inc. (Healthcare Staffing Professionals) employees with the guidelines associated with the use of the Company information technology (IT) resources and communications systems.

This policy governs the use of all IT resources and communications systems owned by or available at the Company, and all use of such resources and systems when accessed using your own devices, including but not limited to:

- Email systems and accounts.
- Internet and intranet access.
- Telephones and voicemail systems, including wired and mobile phones, smartphones, and pagers.
- Printers, photocopiers, and scanners.
- Fax machines, e-fax systems, and modems.
- All other associated computer, network, and communications systems, hardware, peripherals, and software, including network key fobs and other devices.
- Closed-circuit television (CCTV) and all other physical security systems and devices, including access key cards and fobs.

### General Provisions

Company IT resources and communications systems are to be used for business purposes only unless otherwise permitted under applicable law.

All content maintained in Company IT resources and communications systems are the property of the Company. Therefore, employees should have no expectation of privacy in any message, file, data, document, facsimile, telephone conversation, social media post, conversation, or any other kind or form of information or communication transmitted to, received, or printed from, or stored or recorded on Company electronic information and communications systems.

The Company reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over Company IT resources and communications systems in accordance with applicable law. Any individual who is given access to the system is hereby given notice that the Company will exercise this

right periodically, without prior notice and without prior consent.

The interests of the Company in monitoring and intercepting data include, but are not limited to: protection of Company trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.

You should not interpret the use of password protection as creating a right or expectation of privacy, nor should you have a right or expectation of privacy regarding the receipt, transmission, or storage of data on Company IT resources and communications systems.

Do not use Company IT resources and communications systems for any matter that you would like to be kept private or confidential.

### Violations

If you violate this policy, you will be subject to corrective action, up to and including termination of employment. If necessary, the Company will also advise law enforcement officials of any illegal conduct.

## **6.20 Workplace Privacy and Right to Inspect**

HSP, Inc. (Healthcare Staffing Professionals) and its Client's property, including but not limited to lockers, phones, computers, tablets, desks, workplace areas, vehicles, or machinery, remains under the control of the Agency or its clients and is subject to inspection at any time, without notice to any employees, and without their presence

You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on Company premises including that kept in lockers and desks.

## **7.0 Benefits**

### **7.1 401(k) Plan**

Eligible employees may participate in the HSP, Inc. (Healthcare Staffing Professionals)'s retirement plan after completing one year of employment and working at minimum 1000 hours within that year.

The Company will notify you if you are eligible to participate in our retirement plan. Contact [hr@hsp-inc.com](mailto:hr@hsp-inc.com) to understand your eligibility requirements and matching contributions.

This benefit may be canceled or changed at the discretion of the Company, unless otherwise required by law.

### **7.2 COBRA**

The Consolidated Omnibus Budget Reconciliation Act (COBRA) provides the opportunity for eligible HSP, Inc. (Healthcare Staffing Professionals) employees and their beneficiaries to continue health insurance coverage under the Company health plan when a "qualifying event" could result in the loss of eligibility. Qualifying events include resignation, termination of employment, death of an employee, reduction in hours, a leave of absence, divorce or legal separation, entitlement to Medicare, or where a dependent child no longer meets eligibility requirements.

Contact HSP Administration at [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com) to learn more about your COBRA rights.

### 7.3 Employee Assistance Program (EAP)

HSP, Inc. (Healthcare Staffing Professionals) provides an employee assistance program (EAP) to all eligible employees. The EAP provides confidential access to professional counseling services for help with personal concerns that may impact job performance.

Voluntary participation in the EAP will not jeopardize your opportunities for promotion or employment. You can contact the EAP directly. Any information about your contact, participation, or any recommended treatment is confidential and will not be disclosed to the Company.

In certain circumstances, you may be referred to the EAP by your Manager(s) due to job performance issues.

If you need to access our Employee Assistance Program, please reach out to our Human Resources Department at [hr@hsp-inc.com](mailto:hr@hsp-inc.com)

### 7.4 Family and Medical Leave (FMLA)

In accordance with the Family and Medical Leave Act of 1993 (FMLA), HSP, Inc. (Healthcare Staffing Professionals) provides up to 12 or 26 weeks of unpaid, job-protected leave in a 12-month period to covered employees in certain circumstances.

#### Eligibility

To qualify for FMLA leave, you must:

- Have worked for the Company for at least 12 months
- Have worked at least 1,250 hours in the last 12 months; and
- Be employed at a worksite that has 50 or more employees within 75 miles.

#### Reasons for Leave

You may take up to 12 weeks of unpaid FMLA leave in a 12-month period, which is a rolling 12 month period, for any of the following reasons:

- The birth of a child and to care for that child (leave must be completed within one year of the child's birth);
- The adoption or foster care placement of a child with you and in order to care for the newly placed child (leave must be completed within one year of the child's placement);
- To care for a spouse, child, or parent with a serious health condition;
- To care for your own serious health condition, which makes you unable to perform the essential functions of your position; or
- A qualifying exigency of a spouse, child, or parent who is a military member on covered active duty or called to covered active-duty status (or has been notified of an impending call or order to covered active duty).

You may take up to 26 weeks of unpaid FMLA leave in a single 12-month period, beginning on the first day that you take FMLA leave to care for a spouse, child, parent, or next of kin who is a covered service member and who has a serious injury or illness related to active-duty service.

As used in this policy:

- **Spouse** means a husband or wife as recognized under state law for the purposes of marriage in the state or other territory or country where the marriage took place.
- **Child** means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is either under age 18 or age 18 or older and incapable of self-care because of a mental or physical disability at the time FMLA leave is to commence. A child for the purposes of military exigency or military care leave can be of any age.

- **Parent** means a biological, adoptive, step, or foster parent or any other individual who stood in loco parentis to you when you were a child.
- **Next of kin** for the purposes of military care leave is a blood relative other than a spouse, parent, or child in the following order: brothers and sisters, grandparents, aunts and uncles, and first cousins. If a military service member designates in writing another blood relative as their caregiver, that individual will be the only next of kin. In appropriate circumstances, you may be required to provide documentation of next of kin status.

### Notice

If the need for leave is foreseeable because of an expected birth, adoption, or a planned medical treatment, you must give at least 30 days' notice. If 30 days' notice is not possible, give notice as soon as practical (within one or two business days of learning of your need for leave). Failure to provide appropriate notice may result in the delay or denial of leave.

In addition, if you are seeking intermittent or reduced schedule leave that is foreseeable due to a planned medical treatment or a series of treatments for yourself, a family member, or covered service member, you must first consult with the Company regarding the dates of this treatment to work out a schedule that best suits your needs or the needs of the covered military member, if applicable, and the Company.

If the need for leave is unforeseeable, provide notice as soon as possible. Normal call-in procedures apply to all absences from work, including those for which leave under this policy may be requested. Failure to provide appropriate notice may result in the delay or denial of leave.

You must submit your request by contacting our Human Resources Department at [hr@hsp-inc.com](mailto:hr@hsp-inc.com)

### Certification

If you are requesting leave because of your own or a covered relative's serious health condition, you and the relevant healthcare provider must supply appropriate medical certification. You may obtain medical certification forms from our Human Resources Department at [hr@hsp-inc.com](mailto:hr@hsp-inc.com). When you request leave, the Company will notify you of the requirement for medical certification and when it is due (at least 15 days after you request leave). If you provide at least 30 days' notice of medical leave, you should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of FMLA-covered leave until it is provided.

At our expense, the Company may require an examination by a second healthcare provider designated by us. If the second healthcare provider's opinion conflicts with the original medical certification, we, at our expense, may require a third, mutually agreeable, healthcare provider to conduct an examination and provide a final and binding opinion. Subsequent medical recertification may also be required. Failure to provide requested certification within 15 days, when practical, may result in delay of further leave until it is provided.

The Company also reserves the right to require certification from a covered military member's healthcare provider if you are requesting military caregiver leave and certification in connection with military exigency leave.

### Paid Leave Utilization During FMLA Leave

FMLA leave is unpaid; however, you will be required to use available sick or vacation hours during FMLA leave as permitted by law and if available under your assignment benefit structure.

FMLA leave runs concurrently with other leaves, such as accrued paid leave that is substituted for unpaid FMLA leave and any state family leave laws, to the extent allowed by applicable law. The substitution of paid leave for unpaid FMLA leave does not extend the 12 or 26 weeks (whichever is applicable) of FMLA leave. In addition, the substitution of paid leave for unpaid leave may not result in your receipt of more than 100% of your salary.

If you are receiving short- or long-term disability or workers' compensation benefits during a personal medical leave, you will not be required to utilize accrued paid leave. However, where state law permits, you may elect to use accrued paid leave to supplement these benefits.

### Leave Increments

#### Intermittent Leave

If medically necessary, FMLA leave for a serious health condition may be taken intermittently (in separate blocks of time due to a serious health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). FMLA leave may also be taken intermittently or on a reduced leave schedule for a qualifying exigency relating to covered military service.

As FMLA leave is unpaid, the Company will reduce your salary based on the amount of time actually worked. In addition, while you are on an intermittent or reduced schedule leave that is foreseeable due to planned medical treatments, the Company may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.

#### Parental Leave

Leave for the birth or placement of a child must be taken in a single block and cannot be taken on an intermittent or reduced schedule basis. Parental leave must be completed within 12 months of the birth or placement of the child; however, you may use parental leave before the placement of an adopted or foster child to consult with attorneys, appear in court, attend counseling sessions, etc.

#### Family Care, Personal Medical, Military Exigency, and Military Care Leave

Leave taken for these reasons may be taken in a block or blocks of time. In addition, if a healthcare provider deems it necessary or if the nature of a qualifying exigency requires, leave for these reasons can be taken on an intermittent or reduced schedule basis.

#### Fitness for Duty Requirements

If you take leave because of your own serious health condition (except if you are taking intermittent leave), you are required, as are all employees returning from other types of medical leave, to provide medical certification that you are fit to resume work. You will not be permitted to resume work until certification is provided.

#### Health Insurance

##### Maintaining Coverage During Leave

Your health insurance coverage will be maintained by the Company during leave on the same basis as if you were still working. You must continue to make timely payments of your share of the premiums for such coverage. Failure to pay premiums within 30 days of when they are due may result in a lapse of coverage. If this occurs, you will be notified 15 days before the date coverage lapses that coverage will terminate unless payments are promptly made.

##### Payment of Premiums

Alternatively, at our option, the Company may pay your share of the premiums during the leave and recover the costs of this insurance upon your return to work. Coverage that lapses due to nonpayment of premiums will be reinstated immediately upon return to work without a waiting period. Under most circumstances, if you do not return to work at the end of leave, the Company may require reimbursement for the health insurance premiums paid during the leave.

##### Reinstatement

Upon returning to work at the end of leave, you will generally be placed at your original assignment or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken.

However, if your assignment concludes during the course of your leave, your right of reinstatement will be no greater than that of employees who did not take a leave.

### Spouse Aggregation

If both you and your spouse work at the Company, you are collectively eligible for 12 weeks of leave for the birth or placement of a child or to care for a parent with a serious health condition. Similarly, spouses employed by the Company will be limited to a combined total of 26 weeks of leave to care for a military service member. This 26-week leave period will be reduced, however, by the amount of leave taken for other qualifying FMLA events. This type of leave aggregation does not apply to leave needed for your own serious health condition, to care for a spouse or child with a serious health condition, or because of a qualifying exigency.

### Failure to Return

If you fail to return to work or fail to make a request for an extension of leave prior to the expiration of the leave, you will be deemed to have voluntarily terminated your employment. The Company is not required to grant requests for open-ended leaves with no reasonable return date under these policies or as disability accommodations.

### Alternative Employment

While on a leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such outside work has been granted by the Company. If you are on a leave of absence and are found to be working elsewhere without permission, you will be subject to disciplinary action up to and including termination.

### Interaction with State and Local Laws

Where state or local laws intersect with the FMLA, the Company will comply with the law that is the most favorable to you.

### Abuse of Leave

If you are found to have provided a false reason for a leave, you will be subject to disciplinary action up to and including termination.

### Designation of Leave

If the Company becomes aware of any qualifying reason for FMLA leave, the Company will designate it as such. You may not refuse FMLA designation under this policy.

### Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

## **7.5 Paid Sick Leave (Accrual Method)**

HSP, Inc. (Healthcare Staffing Professionals) provides paid sick leave to eligible employees

### Eligibility

Employees working in locations where employers are mandated to provide sick leave will be granted sick leave as specified by the applicable state laws.

For more information regarding covered contracts and your eligibility for sick leave, email the Human Resources Department at [hr@hsp-inc.com](mailto:hr@hsp-inc.com)

### Accrual and Usage

Request your state specific leave policy by emailing HR at [hr@hsp-inc.com](mailto:hr@hsp-inc.com)

## Documentation

If sick leave is used for three or more consecutive full days, the Company may ask you to provide certification or documentation verifying the appropriate use of leave.

## Payment Upon Termination

You will not be paid for any unused sick leave when your employment ends. Unused sick days may not be converted to a cash payment.

## Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

## **7.6 Military Leave (USERRA)**

HSP, Inc. (Healthcare Staffing Professionals) complies with applicable federal and state law regarding military leave and re-employment rights. A military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA, with amendments) and all applicable state law. You must submit documentation of the need for leave to [hr@hsp-inc.com](mailto:hr@hsp-inc.com). When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your Manager(s) of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact [hr@hsp-inc.com](mailto:hr@hsp-inc.com)

## **7.7 Unemployment Compensation Insurance**

In certain states, unemployment compensation insurance is paid for by HSP, Inc. (Healthcare Staffing Professionals) and provides temporary income for employees who have lost their job under certain circumstances. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from the Company. Unemployment is governed by the state, please refer all unemployment questions to your state's agency.

## **7.8 Workers' Compensation Insurance**

Workers' compensation is a no-fault system designed to provide benefits to all employees for work-related injuries. Workers' compensation insurance coverage is paid for by employers and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability leave, and rehabilitation services, as well as payment for lost wages due to work-related injuries.

If you are injured on the job while working at HSP, Inc. (Healthcare Staffing Professionals), no matter how slightly, you are to report the incident immediately to your Manager(s) and HSP Administration by calling our 24-hour support line at 818-927-2141. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim for benefits.

To receive workers' compensation benefits, notify your Manager(s) immediately of your claim. If your injury is the result of an on-the-job accident, you must fill out an accident report. You will be required to submit a medical release before you can return to work.

## **8.0 Safety and Loss Prevention**

### **8.1 Drug and Alcohol Policy**

HSP, Inc. (Healthcare Staffing Professionals) is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, it is the intent of the Company to maintain a drug and

alcohol-free workplace. Being under the influence of alcohol, illegal drugs (as classified under federal, state, or local laws), or other impairing substances while on the job may pose a serious health and safety risk to others, and will not be tolerated.

### Prohibited Conduct

The Company expressly prohibits employees from engaging in the following activities when they are on duty or conducting Company business or on Company premises (whether or not they are working):

- The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
- The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the individual, or drug-related paraphernalia.
- The illegal use or abuse of prescription drugs.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug under federal law. The Company does not discriminate against employees solely on the basis of their lawful off-duty use of marijuana. You may not consume or be under the influence of marijuana while on duty or at work. If you have a valid prescription for medical marijuana, refer to the Company Disability Accommodation policy for additional information.

Nothing in this policy is meant to prohibit your appropriate use of over-the-counter medication or other medication that can legally be prescribed under both federal and state law, if it does not impair your job performance or safety or the safety of others. If you take over-the-counter medication or other medication that can legally be prescribed under both federal and state law to treat a disability, inform your Manager(s) if you believe the medication may impair your job performance, safety, or the safety of others or if you believe you need a reasonable accommodation before reporting to work while under the influence of that medication.

### Violations

Violation of this policy may result in disciplinary action, up to and including termination of employment.

## **8.2 Drug-Free Workplace**

### Drug-Free Workplace Act

As a federal contractor, HSP, Inc. (Healthcare Staffing Professionals) must comply with the requirements of the Drug-Free Workplace Act of 1988, which is a part of Public Law 100-690, Anti-Drug Abuse Act of 1988. The federal Drug-Free Workplace Act of 1988 (§ 5152) covers grants and contracts for the procurement of any service with a value of \$25,000 or more.

To comply with the act, federal agency contractors and federal grant recipients must provide a drug-free workplace. These federal contractors and grant recipients will:

- Publish a statement prohibiting the unlawful manufacture, distribution, dispensation, possession, or use of illegal drugs in the workplace and specify the actions that will be taken against employees for violations.
- Distribute a copy of the policy statement to employees engaged in the performance of a federal grant or contract.
- Notify employees that compliance with the policy is a condition of employment on such grant or contract and that employees must abide by the terms of the policy statement. The policy statement includes the requirement that employees notify the Company of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction.
- Notify the granting or contracting agency within 10 days after learning of a criminal drug statute conviction.
- Impose a sanction as required under this act on employees who are so convicted.
- Establish a program of drug-free awareness, informing employees about the organization's policy of maintaining a drug-free workplace, the penalties that may be imposed upon employees for drug-

abuse violations, the dangers of drug abuse in the workplace, and any available drug counseling, rehabilitation, and assistance programs.

- Make a good faith effort to continue to maintain a drug-free workplace through implementation of these requirements.

### Americans with Disabilities Act

In addition to complying with the federal Drug-Free Workplace Act of 1988, the Company must comply with the requirements of the Americans with Disabilities Act of 1990 (ADA). Individuals who currently use drugs illegally are not individuals with disabilities protected under the ADA when an employer takes action because of their continued use of drugs. This includes people who use prescription drugs illegally as well as those who use illegal drugs. However, people who have been rehabilitated and do not currently use drugs illegally, or who are in the process of completing a rehabilitation program, may be protected by the ADA.

### Drug-Free Workplace Policy

The Company, in compliance with the federal Drug-Free Workplace Act of 1988, has adopted the following policy that must be adhered to as a condition of employment:

- The unlawful use, possession, manufacture, dispensation, or distribution of controlled substances in all work locations is prohibited.
- Any employees convicted of a criminal drug statute violation occurring in the workplace must notify their Manager(s) of the conviction within five days after the conviction. As required by the federal Drug-Free Workplace Act of 1988, the Company must inform contracting or granting agencies of such convictions within 10 days after receiving notification or otherwise receiving notice of a conviction.
- Upon receiving such notification, the Company, in conjunction with the location concerned, will take all steps necessary to assure the proper conduct of sponsored projects and programs. If a decision is reached to allow the affected individual to continue employment with the Company, the individual must participate in and satisfactorily complete an approved drug abuse assistance or rehabilitation program.

The Company will evaluate its obligations in accordance with state and other applicable laws where required, on a case by case basis.

## **8.3 General Safety**

It is the responsibility of all HSP, Inc. (Healthcare Staffing Professionals) employees to maintain a healthy and safe work environment, report any health or safety hazards, and follow the Agency health and safety rules. Failure to do so may result in disciplinary action, up to and including termination of employment. The Agency also requires that all occupational illnesses or injuries be reported to your Supervisor as soon as reasonably possible and that an occupational illness or injury form be completed on each reported incident.

### **Clinical Incidents & Sentinel Events**

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. Examples of clinical incidents include but are not limited to (Omission of treatment, deviation from policy, medication errors, improper equipment usage, IV Blood-complications, patient fall, inaccurate clinical assessment, and patient or physician complaint). Clinical staff should notify HSP of any clinical incidents that occur while on assignment, regardless of an adverse outcome. A sentinel event is an unexpected occurrence involving serious physical or psychological injury or death or the risk thereof. These events must be reported to the Management Consultant within 24 hours of the occurrence. The hospital will conduct a Root Cause Analysis/comprehensive systematic analysis for all sentinel events, to identify the causes of the error. The Management Consultant will work closely with any staff involved in an error, including supporting them through a difficult time, facilitating communication between the clinical staff and the customer about the event, and based on the root cause analysis/comprehensive systematic analysis,

plan for improvement activities. 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 and/or Management Consultant report each situation according to the guidelines of the appropriate professional association.

### **Work-Related Injuries and/or Exposures**

HSP provides Worker's Compensation insurance for its associates as required by law. It is our philosophy that if an associate is injured while at work, it is our intent to assist that associate to return to work as soon as possible. The associate is obligated to report a work-related injury to HSP as soon as possible. An Injury Report Form needs to be completed by the associate 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 associate.

1. If the injury is severe, a needle stick, the associate was exposed to TB; they will follow hospital protocol and go to Associate Health or the Emergency Room.
2. If the injury is not severe the associate should be referred to their Primary Treating Physician (PTP). The associate must bring to the facility the updated doctor's report right after the appointment.
3. It is important to notify the designated medical provider that you are an injured worker and that it is a Worker's comp visit. The status report should be faxed to the facility immediately after the appointment. If the associate must be seen right away so they can get back to work it is OK for them to be seen by the hospital's Associate Health or the Emergency Room.
4. If the doctor returned the associate to full duty with no restrictions, the associate should be sent for retraining related to the injury. If the doctor returns the associate to restricted work (modified duty), HSP may make a modified duty assignment and send the associate for training related to the injury. If the associate is taken off work, the wage statement must be faxed to our office ASAP.

### **EEO Statement and Non harassment Policy**

#### **Equal Opportunity Statement**

HSP, Inc. (Healthcare Staffing Professionals) is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of unlawful harassment, discrimination, or retaliation based on an individual's race (including, but not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, reproductive health decision-making, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender (including gender identity and gender expression), age (40 years and over), sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, off-duty and off-premises use of cannabis, or any other status protected by federal, state, or local laws. The Company is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The Company will conduct a confidential, prompt, and thorough investigation of all allegations of discrimination, harassment, retaliation, or any violation of the Equal Employment Opportunity Policy. The Company will take appropriate corrective and remedial action, if and where warranted. The Company prohibits retaliation against any employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your Manager(s) or any other designated member of management.

## **Policy Against Workplace Harassment**

HSP, Inc. (Healthcare Staffing Professionals) has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's race (including, but not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, reproductive health decision-making, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender (including gender identity and gender expression), age (40 years and over), sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, off-duty and off-premises use of cannabis, or any other status protected by federal, state, or local laws.

This policy protects all applicants and employees (including managers and supervisors) from unlawful harassment and discrimination. This includes harassment by employees, managers, supervisors, contractors, interns, volunteers, vendors, suppliers, and customers. In addition, this policy extends to conduct connected with an individual's work, even when the conduct takes place away from the workplace, such as a business trip or business-related social function.

### **Harassment**

Harassment means disrespectful or unprofessional conduct, including disrespectful or unprofessional conduct based on an individual's race (including, but not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, reproductive health decision-making, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender (including gender identity and gender expression), age (40 years and over), sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, off-duty and off-premises use of cannabis, or any other status protected by federal, state, or local laws.

While it is not possible to list all the circumstances that may constitute other forms of workplace harassment, some examples of conduct that may constitute workplace harassment include:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above-protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility toward an individual or group because of one of the above-protected categories and that is placed on walls, bulletin boards, or elsewhere on our premises, in emails or voicemails, or otherwise circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance toward any select group.

### **Sexual Harassment**

Sexual harassment means harassment based on sex or conduct of a sexual nature and includes harassment based on sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, or gender expression. It may include all of the actions described above as harassment, as well as other unwelcome sex-based conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities, or other verbal or physical

conduct of a sexual nature. Sexually harassing conduct need not be motivated by sexual desire and may include situations that began as reciprocal relationships, but that later cease to be reciprocal.

Sexual harassment is generally categorized into the following two types:

- Quid pro quo sexual harassment ("this for that"), which includes:
  - o Submission to sexual conduct when made explicitly or implicitly a term or condition of an individual's employment.
  - o Submission to or rejection of the conduct by an employee when used as the basis for employment decisions affecting the employee.
- Hostile work environment sexual harassment is conduct of a sexual nature or on the basis of sex by any person in the workplace that unreasonably interferes with an employee's work performance and/or creates an intimidating, hostile, or otherwise offensive working environment. Examples include:
  - o Unwelcome sexual advances, flirtation, teasing, sexually suggestive or obscene letters, invitations, notes, emails, voicemails, or gifts.
  - o Sex, gender, or sexual orientation-related comments, slurs, jokes, remarks, or epithets.
  - o Leering, obscene or vulgar gestures, or sexual gestures.
  - o Displaying or distributing sexually suggestive or derogatory objects, pictures, cartoons, or posters or any such items.
  - o Impeding or blocking movement, unwelcome touching, or assaulting others.
  - o Any sexual advances that are unwelcome as well as reprisals or threats after a negative response to sexual advances.
  - o Conduct or comments consistently targeted at one gender, even if the content is not sexual.

### **Retaliation**

Retaliation means any adverse employment action taken against an employee because the employee engaged in activity protected under this policy. Protected activities may include, but are not limited to, reporting or assisting in reporting suspected violations of this policy and/or cooperating in investigations or proceedings arising out of a violation of this policy.

Adverse employment action is conduct or an action that materially affects the terms and conditions of the employee's employment status or is reasonably likely to deter the employee from engaging in protected activity. Even actions that do not result in a direct loss of compensation may be regarded as an adverse employment action when considered in the totality of the circumstances.

Examples of retaliation under this policy include, but are not limited to: demotion, suspension, reduction in pay, denial of a merit salary increase, failure to hire or consider for hire, refusing to promote or consider for promotion because of reporting a violation of this policy, harassing another employee for filing a complaint, denying employment opportunities because of making a complaint or cooperating in an investigation, changing someone's work assignments for identifying harassment or other forms of discrimination in the workplace, treating people differently such as denying an accommodation, not talking to an employee when otherwise required by job duties, or otherwise excluding the employee from job-related activities because of engagement in activities protected under this policy.

### **Reporting Discrimination, Harassment, and/or Retaliation**

If you feel that you have witnessed or have been subjected to any form of discrimination, harassment, or retaliation, immediately notify Human Resources at [hr@hsp-inc.com](mailto:hr@hsp-inc.com), contact our support team at 818-927-2141 or any member of management.

The Company prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate corrective and/or remedial action where we find a claim has merit. If the Company begins an investigation, we will endeavor to conduct the investigation in a timely manner and will keep the investigation confidential to the extent possible. In the same way, anyone involved in an investigation of harassment has an obligation to keep all information about the investigation confidential. That is why the Company will only share information about a complaint of harassment with those who need to know about it. Failure to keep information about an investigation confidential may result in disciplinary action. Investigations will be documented and tracked for timely resolution.

When the investigation has been completed, the Company will normally communicate the results of the investigation to the complaining individual, to the alleged harasser, and, if appropriate, to others who are directly involved. If our policy against harassment is found to have been violated, appropriate corrective action, up to and including termination, will be taken against the harasser so that further harassment will be prevented. Both the rights of the alleged harasser and the complainant will be considered in any investigation and subsequent action.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the Company determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Company may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Company will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

In addition to our internal complaint procedure, employees may also contact either the Equal Employment Opportunity Commission (EEOC) or the California Civil Rights Department (CRD) to report unlawful harassment. You must file a complaint with the CRD within three years of the alleged unlawful action. The EEOC and the CRD serve as neutral factfinders and will attempt to assist the parties to voluntarily resolve their disputes. For more information, contact the Office of Human Resources or the nearest EEOC or CRD office.

#### Filing of Complaints Outside Company

You may file formal complaints of discrimination, harassment, or retaliation with the agencies listed below. Contact these agencies directly for more information about filing processes.

California Civil Rights Department

2218 Kausen Drive, Suite 100

Elk Grove, CA 95758

Voice: 800-884-1684

TTY: 800-700-2320

California Relay Service: 711

Email: [contact.center@dfeh.ca.gov](mailto:contact.center@dfeh.ca.gov)

Main website: <https://www.calcivilrights.ca.gov>

Online sexual harassment training courses: <https://www.calcivilrights.ca.gov/shpt/>

U.S. Equal Employment Opportunity Commission

450 Golden Gate Avenue 5 West

P.O. Box 36025

San Francisco, CA 94102-3661

Phone: 800-669-4000

Fax: 415-522-3415

TTY: 800-669-6820

ASL Video Phone: 844-234-5122

<https://www.eeoc.gov/field-office/sanfrancisco/location>

## **8.4 Workplace Violence**

As the safety and security of our employees, vendors, contractors, and the general public is in the best interests of HSP, Inc. (Healthcare Staffing Professionals), we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

### Zero Tolerance Policy

The Company has a zero tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, employees, and non-employees such as contractors, customers, and visitors.

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

### Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on Company property or while performing Company business except as permitted by state law.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

### Reporting Incidents of Violence

Report to your Manager(s) HSP Administration at [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com) or our 24-hour support line at 818-927-2141, in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

### Violations

Violating this policy may subject you to criminal charges as well as a discipline up to and including immediate termination of employment.

### Retaliation

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation.

If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to HSP Administration at [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com) or our 24 hour support line at 818-927-2141

## **9.0 Trade Secrets and Inventions**

### **9.1 Confidentiality and Nondisclosure of Trade Secrets**

As a condition of employment, HSP, Inc. (Healthcare Staffing Professionals) employees are required to protect the confidentiality of Company trade secrets, proprietary information, and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management.

If you have information that leads you to suspect that employees are sharing such information in violation of this policy and/or competitors are obtaining such information, you are required to inform HSP at [info@hsp-inc.com](mailto:info@hsp-inc.com)

Violation of this policy may result in disciplinary action up to and including termination, and may subject the violator to civil liability.

## **10.0 Customer Relations**

### **10.1 Customer, Client, and Visitor Relations**

HSP, Inc. (Healthcare Staffing Professionals) strives to provide the best products and services possible to our customers and clients. Our customers and clients support this business and generate your wages. You are expected to treat every customer, client, patient, or visitor with the utmost respect and courtesy during your working time. You should never argue or act in a disrespectful manner towards a visitor or customer during your working time. If you are having problems with a customer, client, or visitor, notify your Manager(s) immediately. If a customer, client, or visitor voices a suggestion, complaint, or concern regarding our products or services, inform your Manager(s) or a member of management. You may also report any issues you may have with a client to Human Resources at [hr@hsp-inc.com](mailto:hr@hsp-inc.com) Lastly, make every effort to be prompt in following up on customer, client, or visitor orders or questions. Positive customer, client, and visitor relations will go a long way to establishing our Company as a leader in its field.

### **10.2 Services Knowledge**

As a representative of HSP, Inc. (Healthcare Staffing Professionals), you are expected to be familiar with the services we offer. Take every opportunity to learn the interrelationship between your department or division and the others of the Company. We consider our employees to be the best reflection of our business brand and company success. As an integral part of HSP, consistently adhere to the Standards of Conduct and project yourself in the utmost professional manner.

## **General Policies**

### **Access to Personnel and Medical Records Files**

HSP, Inc. (Healthcare Staffing Professionals) maintains separate medical records files and personnel files for all employees. Files containing medical records are stored separately and apart from any business-related records in a safe, locked, inaccessible location. The medical file is the repository for sensitive and confidential information related to an individual's health, health benefits, health-related leave and/or accommodations, and benefits selections and coverage. Medical records are kept confidential in compliance with applicable laws and access is on a "need-to-know" basis only.

Supervisors and others in management may have access to your personnel file for possible employment-related decisions. All employees have the right to inspect and receive a copy of their personnel records. The Company will make such records available for inspection and/or to receive a copy within 30 calendar days of a written request. Payroll records will be made available to inspect or receive a copy within 21 calendar days of a verbal or written request.

All requests by an outside party for the information contained in your personnel file will be directed to the HSP Administration Department at [hspadmin@hsp-inc.com](mailto:hspadmin@hsp-inc.com), which is the only department authorized to give out such information.

### **Whistleblower Protections**

When employees notify a supervisor, manager, or an appropriate government or law enforcement agency that they have reason to believe their employer is violating a state or federal statute, or violating or not complying with a state or federal rule or regulation, those employees are protected from retaliation. As such, HSP, Inc. (Healthcare Staffing Professionals) has a strict policy that prohibits retaliation against employees who make such reports while employed in any form of employment. The Company also does not permit retaliation against employees who refuse to participate in an activity that would result in a violation of a state or federal statute, or a violation or noncompliance with a state or federal rule or regulation.

If you have information regarding possible violations of state or federal statutes, rules, or regulations, or violations of fiduciary responsibility by the Company, we encourage you to report it immediately to your Manager(s) or to our management team at [info@hsp-inc.com](mailto:info@hsp-inc.com).

## **Closing Statement**

Thank you for reading our handbook. We hope it has provided you with an understanding of our mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful Company and a safe, productive, and pleasant workplace.

MAXIE JUZANG, CEO, PRESIDENT

HSP, Inc. (Healthcare Staffing Professionals)

## Acknowledgment of Receipt and Review

By signing below, I acknowledge that I have received a copy of the HSP, Inc. (Healthcare Staffing Professionals) Employee Handbook (handbook) and that I have read it, understand it, and agree to comply with it. I understand that the Company has the maximum discretion permitted by law to interpret, administer, change, modify, or delete the rules, regulations, procedures, and benefits contained in the handbook at any time with or without notice. I understand that this handbook is not all inclusive of HSP policies and procedures, some practices may vary depending on State. No statement or representation by a supervisor, manager, or any other employee, whether oral or written, can supplement or modify this handbook. Changes can only be made if approved in writing by the Director of Human Resources of the Company. I also understand that any delay or failure by the Company to enforce any rule, regulation, or procedure contained in the handbook does not constitute a waiver on behalf of the Company or affect the right of the Company to enforce such rule, regulation, or procedure in the future.

I understand that neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. I further understand that, unless I have a written employment agreement signed by an authorized Company representative, I am employed "at-will" (to the extent permitted by law) and this handbook does not modify my "at-will" employment status.

If I am covered by a written employment agreement (signed by an authorized Company representative) that conflicts with the terms of this handbook, I understand that the terms of the employment agreement supersede.

This handbook is not intended to preclude or dissuade employees from engaging in legally protected activities under the National Labor Relations Act (NLRA). This handbook is not intended to violate any local, state, or federal law. No provision or policy applies or will be enforced if it conflicts with or is superseded by any requirement or prohibition contained in federal, state, or local law, or regulation. Furthermore, nothing in this handbook prohibits an employee from reporting concerns to, filing a charge or complaint with, making lawful disclosures to, providing documents or other information to, or participating in an investigation or hearing conducted by the Equal Employment Opportunity Commission (EEOC), National Labor Relations Board (NLRB), Securities and Exchange Commission (SEC), or any other federal, state, or local agency charged with the enforcement of any laws.

I understand that by signing below I attest that I have read and understand the training materials provided in the Orientation Addendum. I understand it is my responsibility to know, and follow the safety measures listed in the Orientation Addendum.

This handbook supersedes any previous handbook or policy statements, whether written or oral, issued by HSP, Inc. (Healthcare Staffing Professionals).

If I have any questions about the content or interpretation of this handbook, I will contact Human Resources Department ([hr@hsp-inc.com](mailto:hr@hsp-inc.com)).

I can access a copy of this handbook Online: [General Employee Handbook](#)

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Signature

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Date

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Print Name



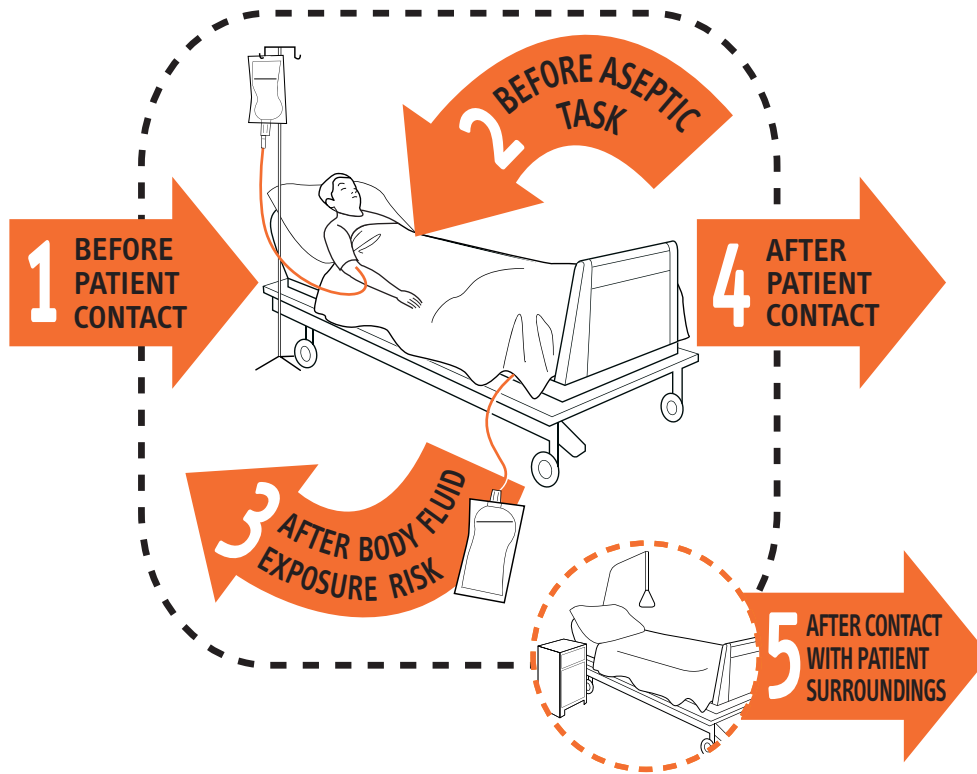
**Healthcare  
Staffing  
Professionals, Inc.**  
Working Harder for You

# Orientation Addendum



# Your 5 moments for HAND HYGIENE

Design: monodigital network



<b>1 BEFORE PATIENT CONTACT</b>	<b>WHEN?</b> Clean your hands before touching a patient when approaching him or her <b>WHY?</b> To protect the patient against harmful germs carried on your hands
<b>2 BEFORE AN ASEPTIC TASK</b>	<b>WHEN?</b> Clean your hands immediately before any aseptic task <b>WHY?</b> To protect the patient against harmful germs, including the patient's own germs, entering his or her body
<b>3 AFTER BODY FLUID EXPOSURE RISK</b>	<b>WHEN?</b> Clean your hands immediately after an exposure risk to body fluids (and after glove removal) <b>WHY?</b> To protect yourself and the health-care environment from harmful patient germs
<b>4 AFTER PATIENT CONTACT</b>	<b>WHEN?</b> Clean your hands after touching a patient and his or her immediate surroundings when leaving <b>WHY?</b> To protect yourself and the health-care environment from harmful patient germs
<b>5 AFTER CONTACT WITH PATIENT SURROUNDINGS</b>	<b>WHEN?</b> Clean your hands after touching any object or furniture in the patient's immediate surroundings, when leaving - even without touching the patient <b>WHY?</b> To protect yourself and the health-care environment from harmful patient germs



WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.



**World Health Organization**

October 2006, version 1.

## World Health Organization Guidelines on Hand Hygiene in Health Care and Their Consensus Recommendations

### Indications for hand hygiene

- A. Wash hands with soap and water when visibly dirty or visibly soiled with blood or other body fluids (IB) or after using after using the toilet (II).
- B. If exposure to potential spore-forming pathogens is strongly suspected or proven, including outbreaks of *Clostridium difficile*, handwashing with soap and water is the preferred means (IB).
- C. Use an alcohol-based handrub as the preferred means for routine hand antisepsis in all other clinical situations described in items D(a) to D(f) listed below, if hands are not visibly soiled (IA). If alcohol-based handrub is not obtainable, wash hands with soap and water (IB).
- E. Before handling medication or preparing food perform hand hygiene using an alcohol-based handrub or wash hands with either plain or antimicrobial soap and water (IB)
- F. Soap and alcohol-based handrub should not be used concomitantly (II).
  - ) a) before and after touching the patient (IB);
  - ) b) before handling an invasive device for patient care, regardless of
  - ) c) whether
  - ) d) or not gloves are used (IB);
  - ) e) after contact with body fluids or excretions, mucous membranes,
  - ) f) non-intact
  - ) g) skin, or wound dressings (IA)
  - ) h) if moving from a contaminated body site to another body site during
  - ) i) care of the same patient (IB);<sup>35</sup>.
  - ) j) after contact with inanimate surfaces and objects (including medical
  - ) k) equipment) in the immediate vicinity of the patient (IB)
  - ) l) after removing sterile (II) or non-sterile (IB) gloves.

## Health Care Ethics: Overview of the Basics

## The Core Principles of Health Care Ethics

Our ethical responsibilities in a given situation depend in part on the nature of the decision and in part on the roles we play. For example, a patient and his or her family play different roles and owe different ethical obligations to each other than a patient and his or her physician. In the US, four main principles define the ethical duties that health care professionals owe to patients. They are:

1. **Autonomy:** to honor the patients right to make their own decision
2. **Beneficence:** to help the patient advance his/her own good
3. **Nonmaleficence:** to do no harm
4. **Justice:** to be fair and treat like cases alike

All 4 principles are considered to be in effect at all times. In theory, each is of equal weight or importance. In practice, however, at least in the US, respect for patient autonomy often takes priority over the others.

Vermont Ethics Network | 61 Elm Street, Montpelier VT 05602 | 802-828-2909 | [Email](#)

## **AGE SPECIFIC GUIDELINES**

### **PEDIATRICS**

A child's physiology differs from an adult's in many ways other than height and weight. Clinical interventions must be tailored with these factors in mind. Children have less pulmonary reserve than an adult and have a proportionally higher oxygen requirement. They can maintain central

organ perfusion during significant fluid loss because of powerful peripheral vaso-constriction that shunts blood from the limbs to the central circulation. This leads to cool, mottled extremities and decreased peripheral pulses which is characteristic of shock in children. Children have less ability to increase cardiac output by increasing cardiac contractility. They maintain cardiac output with tachycardia. Children are more susceptible to heat loss because they have proportionally larger heads and a greater surface-area/body-mass ratio than adults. When compromised by illness or injury, children have difficulty maintaining normal body temperature. Warmed intravenous (IV) fluids and temperature-regulating blankets are a must for children with low and even normal temperatures during major emergencies (Salati, 2004).

Age affects absorption, metabolism, and excretion. Children have a higher metabolic rate than an adult. Young children's renal and hepatic systems are immature, which affects his ability to metabolize and clear drugs. Therefore, some drugs clear faster than in an adult while others clear more slowly. Because of these differences, pediatric dosages based on adult guidelines can be unsafe or ineffective. Medication dosage for the infant, toddler, preschool and school aged child is determined by the weight of the child in kilograms. Adolescents usually are dosed as adults. The best way to avoid treatment and medication errors with children is to keep an equipment-sizing/drug-dosing nomogram on hand. There are also computer programs available that provide pediatric medication dosing and equipment information by weight. A low-tech option is a length-based resuscitation aid, like the Broselow Tape. These aids translate a child's length into an approximate weight. Appropriate medication doses and equipment sizes appear right on the tape (Salati, 2004).

Medication administration is often traumatic for children. For infants, draw liquid medication into a plastic dropper or disposable syringe. After elevating the infants head and shoulders, slowly dropt the medication on the middle of the tongue. You may need to depress the chin with the thumb to open the mouth. If a toddler will not drink their medication, you can place a needless syringe between the cheek and gum and slowly give the medication.

The small size and underdeveloped musculature of infants and young children make the risk of hitting major nerves and blood vessels higher. Acceptable intramuscular (IM) injection sites for an infant are rectus femoris (mid anterior thigh), vastus lateralis (middle third), or ventrogluteal. For toddlers and school aged children, use the posterogluteal, ventrogluteal, deltoid, or lateral and anterior sections of the thigh.

### **INFANTS AND TODDLERS (BIRTH-3)**

Infants and toddlers are very curious. Physically they grow at a rapid rate, especially their brains. Mentally they learn through their senses by exploring, playing and by using simple sentences. Safety is a key concern with this age group. The caregiver must ensure a safe environment for exploring, playing, sleeping. Keeping immunizations and checkups on schedule is also important.

Approach an infant or toddler in a calm, gentle and slow manner. Have the caregiver hold infant when doing an assessment or treatment if possible. If the child has to lie down, let the parent stay next to the child (Lewis, 1999). Use warm instruments and warm hands. Assess the respiratory rate and status when infant is quiet. Explain to the caregiver that the child may cry when a procedure is begun, but that an infant makes no connection between the approaching stimulus and pain. With toddlers, try to make the assessment or treatment a game to reduce

fear. Use your imagination and get toddler involved (like using storybooks, dolls or puppets.) Provide reassurance during the assessment/procedure. Praise the child for doing well. Allow the child to handle minor equipment.

### **Preschoolers (4-5)**

Preschoolers are very active. Motor skills are improving. Mentally, they begin using symbols and improving their memory. They have vivid imaginations which may cause unseen fears. The preschooler is beginning to develop independent and is sensitive to other's feelings.

Speak at the language level the child can understand. Explain to the child just before a procedure what is going to be done, using sensory terms when possible. Use games and imagination to gain cooperation. Allow the child to handle equipment if possible. Enlist the child's help and allow him to express his feelings. Preschoolers need praise, rewards, and easy to understand rules.

### **School Aged Children (6-12)**

School aged children grow slowly until puberty. Mentally they are active, eager learners who can understand cause and effect. Building self esteem is an important task during this period. The school aged child is developing a greater sense of self, independence, and he wants to fit in with his peers. The school aged child is beginning to make lifestyle choices, and may act with poor judgment. Peer pressure, alcohol, sex, drugs, and smoking need to be discussed with this age group.

The school aged child needs to be allowed to make decisions when feasible. Provide privacy during assessment or treatment and explain all procedures at the child's level of understanding. Be prepared to listen and be honest. Tell the child how he can be involved in his own care. Have them assist you in their care. Reassure the child that they did nothing wrong. They need to know that the illness or injury is not a punishment.

### **Adolescents (13- 20)**

Physically, adolescents grow in spurts, mature physically, and are able to reproduce. Mentally, they become more abstract thinkers, can consider many options, are able to choose their own values, and challenge authority. Socially and emotionally, adolescents are developing their own identity and build close relationships. Their appearance and fitting in is of main concern.

Adolescents are very concerned about meeting the requirements of their peers.

Adolescents have feelings of being invincible that leads towards risky behaviors. Peer pressure could result in accidents or health risks due to poor judgment. Depression and suicide rates are high. Experimentation with, alcohol, drugs and cigarettes are contributing factors.

Respect the adolescent's privacy and confidentiality, unless the information divulged is harmful to the adolescent or others (e.g. suicidal ideations). Questions concerning sexual activity or last menstrual period should be asked without the caregiver in the room. Provide adolescents with concrete information about their illness or injury, normal body functions, and the plan of care, treatments, and diagnostic tests

### **Child Abuse**

Child abuse is a major problem, and the healthcare provider is in a position to identify the problem and intervene. All states require healthcare personnel, school personnel, daycare providers and law enforcement personnel to report child abuse. Failure to do so is a crime. Each State has specific agencies to receive and investigate reports of suspected child abuse and neglect. Usually, this is done by child protective services (CPS), within a Department of Social

Services, Department of Human Resources, or Division of Family and Children Services. In some States, police departments also may receive reports of child abuse or neglect. If you don't know who to call, you can call Childhelp USA, National Child Abuse Hotline at 1-800-4-A-CHILD (1-800-422-4453; TDD 1-800-2-A-CHILD) (National Clearinghouse on Child Abuse and Neglect, 2004).

Child abuse and neglect is at a minimum any recent act or failure to act on the part of a parent or caretaker which results in death, serious physical or emotional harm, sexual abuse or exploitation; and an act or failure to act which presents an imminent risk of serious harm.

Physical abuse is the use of physical force that may result in bodily injury, physical pain, or impairment. Physical abuse may include acts of violence like striking, hitting, beating, pushing, shoving, shaking, slapping, kicking, pinching, and burning. This abuse may not have been intended to hurt the child; but an injury may have resulted from over-discipline or physical punishment. Neglect is the failure to provide for the child's basic needs. 43% of identified neglect cases were physical neglect, which includes unsafe housing, not being fed nutritionally adequate meals, inadequate clothing, and grossly inadequate hygiene. 37% of identified neglect cases were inadequate supervision of children and 21% were failure or delay in providing health care (National Clearinghouse on Child Abuse and Neglect, 2004). The assessment of child neglect requires consideration of cultural values and standards of care as well as recognition that the failure to provide the necessities of life may be related to poverty. Sexual abuse is the employment, use, persuasion, inducement, enticement, or coercion of any child to engage in, or assist any other person to engage in, any sexually explicit conduct or simulation of such conduct for the purpose of producing a visual depiction of such conduct.

## YOUNG ADULTS (21-39)

Young adults are sexually and physical maturity. Their nutritional needs are for maintenance not growth. The Young Adult faces the threat of illness or death from the impact of unhealthy lifestyles. Mentally, they learn new skills and information to solve problems. They are very concerned about affiliation, love and intimacy. Personal identity and an acceptance of self enable the young adult to form their own independent decisions. Major stress factors occur as this individual establishes a career and family. Their fears include losing their jobs and status in established social relationships. The young adult chooses a lifestyle and career to fulfill goals. Seeks closeness with others and may make a commitment to start a family and become an active member of his community. Encourage the use stress reduction techniques. Encourage Exercise. Emphasize the importance of regular physical health care screenings. Provide information on the benefits related to lifestyle, like exercise, diet and avoidance of alcohol and tobacco.

## MIDDLE AGE ADULTS (40-64)

Physical, the middle aged adult begins to age and women go through menopause. Chronic health problems may surface. Mentally, they use past experience to learn, create and solve problems. People in this age group need to be allowed to verbalize their fears, and concerns. They are concerned about staying productive and not being stuck in a rut. The middle aged adult hopes to contribute to future generations and strives to balance dreams with reality. They start planning for retirement, and may end up taking care of parent or children.

Emphasize the importance of regular physicals, health care screenings and proper nutrition. Address age related changes and monitor health risks and update immunizations.

## OLDER ADULT (65-79)

In older adults, there is a natural decline in some physical abilities and senses. Bones become more fragile and prone to fracture. Nerve pulse transmission slows with aging as the number of nerve cells, the number of dendrites on each one, and the amount of myelin decrease. Nerve degeneration slows the older person's reflexes and affects her senses (Danter, 2003). Falls represent a serious public health problem in the United States. One out of every three older Americans, about 12 million seniors, falls each year. Data shows that falls are the leading cause of injury death among people 65 years and older. More than one-third of adults ages 65 years and older fall each year. Among older adults, falls are the leading cause of injury deaths and the most common cause of nonfatal injuries and hospital admissions for trauma. Evaluating the older adult for falls is a necessity in preventing injuries. Home safety must be considered to prevent falls and other accidents.

Aging skin dries, thins, and loses tone and elasticity. There may be a change in touch sensation because of thinner skin, response to medication, or disease. Hair grays and thins, and distribution patterns can change. Malnutrition can make hair fragile. Nails grow slowly and become more brittle and thick. Aging skin is more susceptible to infection, bruising and tears, and wounds heal more slowly (Danter, 2003)

Hearing loss in many older adults is due to conduction problems or obstruction. Less elastic alveoli, stiffening of the chest wall, and weakened respiratory muscles may lead to shortness of breath activity. GI function slows in older adults, who also may be less active and fail to consume enough fluid and fiber. Constipation is common. Urinary incontinence affects more than 17% of women and 11% of men over age 65. It occurs because bladder capacity decreases, urine residual increases, and uninhibited bladder contractions increase (Danter, 2003).

The older adult continues to be an active learner, thinker, but memory tends to slowly decline. They may have a limited ability to understand, so material needs to be presented in a slow and understandable manner. Larger Print and other supportive devices for coping with any impairment may be needed.

Polypharmacy is common in older adults. Medications play a large role in whether an older adult acts confused. Information about medications should be provided at the adults' level of understanding. Information as well as supportive devices should be used to make medication dispensing safer, like pill containers labeled with the day of the week or time of day.

Give respect, prevent isolation, encourage acceptance of aging and self. Healthcare must be closely monitored to maintain physical, mental, social well being. It is important to guard against depression, apathy.

## OLDER THAN 80

Over 80 there is an increasing risk for chronic illness and the physical abilities continue to decline. Muscle atrophy, diminished blood flow, decreased bone density, decreased tissue elasticity, decreased peristalsis, and slowing of the basal metabolic rate occur. Fall risks worsen and poor nutrition can be a problem. Exercise needs to be encouraged. This person often times develops sensitivity and cognitive impairments. Memory skills and speed of learning tends to

decline with signs of confusion. Dementia affects 50% of people over age 85. Dementia is the primary cause of long-term disability in older adults (Danter, 2003). It's an insidious acquired syndrome of slowly progressive decline. Medications and hospitalization can contribute to confusion.

Material needs to be presented in a slow and understandable manner in short sessions. Larger print and audio tapes are helpful. Time must be allocated for questions and the verbalization of fears and concerns. The older adult is at a high risk of dying from trauma, falls, and car crashes. In the elderly, a swallowing disorder could require the method of medication administration to be modified. Thus it may be necessary to crush the medication, use a liquid form, IV, or suppository and to position them sitting upright if having to give orally.

The elderly may experience self-neglect. If so, they are usually depressed, confused or extremely frail. Self-neglect is the behavior of an elderly person that threatens his/her own health or safety. Self-neglect generally manifests itself in an older person as a refusal or failure to provide himself with adequate food, water, clothing, shelter, personal hygiene, medication, or safety precautions. The definition of self-neglect excludes a decision by a mentally competent older person to engage in acts that threaten his health or safety, as a matter of personal choice. The term mentally competent assumes that an individual understands the consequences of his decisions and makes conscious and voluntary choices.

## Elder Abuse

Elder abuse is another major problem where healthcare providers are in a position to identify and intervene. All 50 states have passed some form of elder abuse prevention laws. Laws and definitions of terms vary from state to state, but all states have reporting systems. Usually, adult protective services (APS) agencies receive and investigate reports of suspected elder abuse. Elder abuse can take many forms. It may include physical abuse, emotional/psychological abuse, sexual abuse, neglect, abandonment, or financial and material exploitation. With the frail elderly, neglect is a major problem. Neglect is the refusal or failure to fulfill any part of a person's obligations or duties to an elder.

## CONCLUSION

A patient's age must be considered in all aspects of the practice of healthcare professionals. This includes assessment, plan of care, medication administration, and teaching. While age helps us with general expectations, each patient must be considered individually to assessment their fit within normal age group expectations, culture, and individual preferences.

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## **THE CULTURAL SENSITIVITY AND AWARENESS CHECKLIST**

### **1. Communication method: Identify the patient's preferred method of communication. Make necessary arrangements if translators are needed.**

Miscommunication occurs frequently between health care professionals and patients,<sup>14</sup> a problem that is intensified by language barriers. About 14% of the USA population do not speak English at home.<sup>15</sup> Of the people who speak a language other than English at home, 47% say they have difficulty speaking English.<sup>16</sup> Assuring information is conveyed and received as intended must consistently be a top priority. Translators are commonly utilised in the health care profession. A potential problem associated with use of translators is, “. . . that respondents often experienced communication as one-way rather than two-way”.<sup>17</sup> Care should be taken to compensate for this effect. The Brain Injury Rehabilitation Service (BIRS) recommends “. . . a continual two-way process of sharing information, hopes and fears. It involves the continual checking of how the other person has heard or understood what has been said.”<sup>17</sup> Considering dialects in addition to basic language types whenever possible is essential. Understanding “a little” is not adequate for communication as important as that which occurs in medical settings.

### **2. Language barriers: Identify potential language barriers (verbal and nonverbal). List possible compensations.**

Non-verbal communication plays an essential role when people are exchanging information.<sup>18</sup> Like the old adage indicates: *you cannot, not communicate*. Communication experts routinely emphasise the significance of understanding the intricacies of non-verbal communication. Most of what we understand is conveyed by non-verbal cues—it is not what we say but how we say it.

All of us use these cues to aid clarification during complicated situations. We should all learn how we convey information non-verbally to avoid expressing personal biases.

### **3. Cultural identification: Identify the patient's culture. Contact your organisation's culturally specific support team (CSST) for assistance.**

If your organisation does not already have one, form a culturally specific support team. The CSST is composed of people who are able to represent various cultures and ethnic groups, preferably people who are actually members of the specific groups. This is not always possible, and when it is not, the next best thing is to have someone who is familiar with and sensitive to the culture or ethnic group and its customs. This group's role is to help educate caregivers about the target culture's customs and possible associated needs that will play a role in recovery. For example, a culture's beliefs about modesty and dress may need to be addressed throughout the recovery process. Many Asian and Muslim women may feel uncomfortable wearing hospital attire.<sup>19</sup> The CSST can assist health care professionals in finding alternative ways to respect people's modesty and cultural beliefs. The CSST also helps to ensure understanding in essential interactions with patients and families. The CSST collects and provides information about community resources that might be useful for a particular culture or ethnic group's needs. Translators are usually an integral part of this team. Education is another important CSST role. Education can help reduce prejudice that could interfere with optimum health care. Remember to consider potential healing practices such as *curanderismo* and ethnic healing ceremonies when appropriate.

### **4. Comprehension: Double-check: Does the patient and/or family comprehend the situation at hand?**

Remember, nodding and indicating some type of affirmative response does not necessarily guarantee understanding has been achieved. Re-explaining is useful and facilitates comprehension, particularly during times of stress. Effective communication launches effective care. One useful technique is to gently ask the patient or family member to convey the information, in his/her own words, before concluding that he/she understands.<sup>20</sup>

### **5. Beliefs: Identify religious/spiritual beliefs. Make appropriate support contacts.**

Religious/spiritual beliefs play an important and powerful role in recovery. We found in our study of superior recovery that religion/spirituality is one of the characteristics that contributes to a successful recovery.<sup>21</sup> Patients and families often attribute successful recovery, as well as survival, to these types of beliefs.<sup>22</sup> Contact community resources appropriate for the identified belief system.

### **6. Trust: Double-check: Does the patient and/or family appear to trust the caregivers? Remember to watch for both verbal and non-verbal cues. If not, seek advice from the CSST.**

A study by the brain injury rehabilitation unit (BIRU) at Liverpool Hospital in Australia found that "good communication leading to the establishment of trust"<sup>17</sup> seemed to be more important to the participants than the expertise of the professional. "A good professional is one you can trust."<sup>17</sup> Lack of trust can impede achieving the best possible outcomes because the patient and family

might withhold essential health-related information. Another trust-related impediment occurs when patients and families fail to follow crucial instructions or do not believe recovery can be achieved.

**7. Recovery: Double-check: Does the patient and/or family have misconceptions or unrealistic views about the caregivers, treatment, or recovery process? Make necessary adjustments.**

Give those involved enough time to process information received and to gain familiarity with the situation. Later, allow more time for any questions that will help clarify the circumstances. Patients and their families routinely experience misconceptions or form unrealistic expectations that can impair the ability to make the wisest decisions. Help guide appropriate conceptions.

**8. Diet: Address culture-specific dietary considerations.**

Certain cultures and ethnic groups include very specific dietary regulations. As nutritionists have long stressed, appropriate nutrition is vital to optimum recovery. Simple dietary modifications can be made that will respond to these needs. As an added bonus, this action will convey respect for the particular culture or ethnic group, thus raising comfort level and trust.

**9. Assessments: Conduct assessments with cultural sensitivity in mind. Watch for inaccuracies.**

Be aware of potential differences in culturally accepted emotional expression and verbalizations of private information. For cognitive assessments, tests must be analyzed to identify culturally specific questions and modified accordingly. Even subtle differences can profoundly influence assessments. Ask the CSST to review both medical and cognitive assessment practices.

**10. Health care provider bias: We have biases and prejudices. Examine and recognize yours.**

It is a fact of life that prejudice and bias exist. Those who deny it are most afflicted. Identifying and recognizing this will help control its expression. To accomplish cultural awareness effectively “the health care professional must first understand his or her own cultural background and explore possible biases or prejudices toward other cultures”.<sup>23</sup> Upon close examination of prejudice, bias, and their sources, it appears that fear is the foundation. Work to overcome these fears; education will facilitate the process.

## SAFETY & INFECTION CONTROL IN-SERVICE

Medical Staffing Solutions (MSS) is committed to promoting the safety of our staff and preventing unnecessary injuries or infections. We have devised this in-service to increase your knowledge of your risks and measures to prevent the above.

The following information is a general guideline. Whenever you are working at a facility, you must follow their policies and procedures for safety and infection control. If you ever experience an incident, injury or exposure to a potential infection, please notify a MSS supervisor at once.

### SAFETY

1. Promote and use safety equipment per policy:
  - A. Utilize grab bars in bathrooms.
  - B. Use shower stools or transfer bath benches.
  - C. Utilize non-skid mats in bathing areas.
  - D. Remove throw rugs or other environmental hazards such as loose extension cords, small mats, and slippery waxed floors.
  - E. Use assistive equipment such as walking belts, Hoyer lifts, and back support belts.
  - F. Always lock any wheeled equipment
  - G. All personnel will be responsible for recognizing and avoiding unsafe conditions with regards to equipment.
  - H. Assess patient use of equipment and provide education and referral regarding safety.
  
2. All personnel should be knowledgeable of the principles of electrical safety, utilities management, and operation of medical equipment:
  - A. Report any equipment that is not in proper working order, gives off a spark or shock, and makes a peculiar noise or smell of burning.
  - B. Ensure all medical equipment is functioning properly, operating at the prescribed rate/frequency, and the patient is receiving the appropriate response from the equipment.
  - C. Report any cracked all cover plates, frayed or broken cords.
  - D. Never attempt to plug/unplug electrical cords with wet hands or while on a wet floor.
  - E. Use of an extension cord on a permanent use item is prohibited.
  
3. All personnel have the responsibility to practice fire prevention and safety:
  - A. Become familiar with the facility's principles of fire safety, evacuation plan and exit doors and your roles and responsibilities in the program.
  - B. Basics of immediate fire management include:
    - i. Rescue individuals directly threatened by fire
    - ii. When discovering a fire, activate the fire alarm by the alarm pull station, calling in to the customer's direct extension for fire reporting, or paging a fire overhead.
    - iii. Contain and confine fire and smoke to the smallest area possible to limit the spread.
    - iv. Extinguish the fire if this can be done without threat of harm to you or others. If not possible, you must evacuate patients, staff, and visitors and relocate them to an identified refuge area
  - C. Avoid accumulation of excessive flammable materials and trash.
  - D. Be cautious when using smoking materials.
  - E. Report conditions that could result in fire.
  - F. Know the locations of fire alarm devices, fire and smoke barriers, fire extinguishers and fire exits.
  - G. Attend fire drills, practice sessions, and fire training as assigned.
  - H. At each facility, know what to do when the fire alarm sounds, if you discover a fire, or smell smoke/burning substances.



4. Utilize proper body mechanics when lifting:
  - A. Most importantly, get help for loads that are awkward or appear heavy.
  - B. To lift objects: Toes should be facing the object you want to lift. Spread feet apart, forming a wide base with your feet, squat or bend knees and take hold of item and hold it closely to your body. Stand up with your back straight, using your leg muscles to lift you, not your back muscles.
  - C. Divide weight of objects between both hands.
  - D. Secure firm footing before lifting and avoid jerking movements.
  - E. Do not reach and lift at the same time.
  - F. Use weight life belt for lifting objects over 25 pounds.
  
5. Prevent slips and falls:
  - A. Wear supportive, closed-toed shoes.
  - B. Clean up noted spills and trash.
  - C. Identify wet floors with signs and stay off them until dry. If you must travel across a wet floor-walk, don't run or slide.
  - D. Keep waste baskets, stools, stands and other mobile equipment out of aisles and other areas intended for walkways.
  - E. Utilize appropriate patient safety equipment
  
6. Prevent bruises, lacerations and skin tears:
  - A. Keep all drawers closed when not in use. Open only one file drawer at a time.
  - B. Knock before entering a room and watch for others coming before leaving a room.
  - C. Check furniture regularly for rough or sharp edges, splinters and loose casters.
  - D. File drawers should never be "bumped" closed with your body.
  - E. Use sharp or pointed tools correctly and in a safe manner.
  
7. Prevent burns and skin reactions:
  - A. Avoid contact with all chemicals and/or contaminants.
  - B. Handle chemicals cautiously. Immediately wash skin if exposed.
  - C. Never spray chemicals toward face or another person.
  - D. Follow directions and use proper mixing ratios with all cleaning/chemical solutions. If fumes are produced, use only in well-ventilated areas.
  
8. Patient safety should be age-specific:
  - A. Be aware of the different physical and learning abilities of patients of different ages when assessing, performing, and teaching patient safety.
  - B. Utilize appropriate equipment for a patient's height and weight.
  - C. Never leave infants, toddlers, or pre-school children unattended.
  - D. Include parents in instruction and planning when caring for infants, toddlers, children, and adolescents.
  - E. Remove equipment after use.
  - F. Use appropriate references for tailoring medication administration and clinical assessment specific to weight and/or age.
  - G. For Infants and Toddlers: Ensure small objects are out of grasp; during exams you may allow an inquisitive toddler to handle equipment if safety can be maintained; provide instructions to the parents about child-proofing the home.
  - H. Pre-school child and School-age Children: set behavioral limits; use simple directions.
  - I. Adolescent (13-20 years): May have trouble believing he/she can be injured and take risks.
  - J. Adults: Recognize work place health hazards and lifestyle stressors.
  - K. Older Adults: Be aware of physical limitations with hearing, vision, and motor skills; increased risk of injury from falls; increased medication use increases risk for drug interactions.

9. The following safety precautions have been established for all personnel to follow when emergency situations arise. These precautions are not all-inclusive and other actions may be warranted.
- A. Severe Weather/Earthquake
1. Have emergency equipment and medical supplies readily available.
  2. Close all drapes and exit doors.
  3. Move away from windows.
  4. Go inside a room without windows, if available.
  5. Do not enter damaged portions of building until instructed.
  6. Monitor weather bulletins/radio announcements.
  7. Do not exit building until instructed.
  8. REMAIN CALM, DO NOT PANIC!
- B. Floods- Remember flash floods can happen without warning!!
1. Have emergency equipment, medical supplies and drinking water available.
  2. Turn off all necessary electrical equipment.
  3. Do not touch electrical equipment unless it is dry.
  4. If evacuation is ordered:
    - a. Travel only designated routes -watching for fallen trees, live wires, washed out roads, earth slides, broken water lines, etc.
    - b. Do not try to cross a stream or other water unless you know it is safe.
    - c. Observe areas where rivers, lakes or streams may flood suddenly.
  5. After the flood:
    - a. Do not enter buildings until they have been inspected.
    - b. Do not use any open flames until the building has been inspected for gas leaks.
    - c. Do not turn on any electrical equipment that may have gotten wet.
    - d. Shovel out mud while it is still wet.

## **BLOODBORNE PATHOGENS AND STANDARD (UNIVERSAL) PRECAUTIONS**

### *Blood borne Pathogens*

Blood borne pathogens (BBP) are micro-organisms in human blood and other body fluids that can cause disease. Therefore, any blood or other body fluids must be considered as potentially infectious. Everyone employed in health care runs the risk of being exposed to blood borne pathogens. Two of the most serious blood borne pathogens are the Hepatitis B virus (HBV) and the human immunodeficiency virus (HIV). HBV is more common and infectious than HIV. HBV may have no symptoms or may cause serious or fatal liver ailments HBV infects the liver and may lead to liver cancer, cirrhosis, or chronic liver disease. Infection with HIV may lead to the development of AIDS. Early symptoms may include weight loss, skin rash and chronic fatigue. Over time, death results from the body's inability to fight cancer of infections like pneumonia.

- Transmission of BBP's may result from:
- Sexual contact.
- Sharing drug needles with an infected person.
- Accidental injuries from infected needles or other sharp material.
- Direct contact between broken or chapped skin and infected body fluids, which include blood, dried blood, blood contaminated body fluids, blood contaminated surfaces, human tissue, semen, vaginal secretions, cerebrospinal fluid, amniotic fluid, Synovial fluid, pleural fluid, pericardial fluid, and peritoneal fluid.

## *Standard (Universal) Precautions*

Standard Precautions is an approach to infection control in which all human blood and certain human body fluids are treated as if known to be infectious for HBV, HIV, and other BBP's. Standard precautions need to be used when performing procedures that may involve contact with blood, body fluids, secretions (except sweat), excretions, non-intact skin, and mucous membranes, or with any item that is soiled or contaminated with any of these substances. These precautions include:

### *1. Hand Washing MOST IMPORTANT!!!*

It reduces, to as low as possible, the number of viable organisms on the hands in order to prevent transmission of healthcare associated pathogens from one patient to another and to reduce the incidence of healthcare associated infections. MSS follows the CDC Hand Hygiene Guideline in Health Care Settings:

- When hands are visibly dirty or contaminated with proteinaceous material or are visibly soiled with blood or body fluids, wash hands with either non-antimicrobial or microbial soap and water. Use either type of soap and water before eating and after using the restroom.
- Wet hands first with water and apply an amount of product recommended by the manufacturer to hands. Rub hands together vigorously for 15 seconds, covering all surfaces of the hands and fingers. Rinse hands with water and dry thoroughly with a disposable towel. Use towel to turn off faucet. Use warm but not hot water, as hot water may increase the risk of dermatitis.
- If hands are not visibly soiled, use an alcohol-based hand rub for decontaminating hands in all other clinical situations. Examples:
  - Before direct contact with a patient's intact skin (taking a pulse or blood pressure, etc.)
  - Before donning sterile gloves when inserting a central intravascular catheter
  - Before donning gloves to insert invasive devices
  - After skin or mucous membrane contact
  - Moving from a contaminated-body site to a clean-body site during patient care
  - After contact with inanimate objects (including medical equipment) in the immediate vicinity of the patient
  - After contact with mucous membranes, non intact skin, body fluids or excretions and wound dressings, if hands are not visibly soiled
- Apply product to palm of one (1) hand and rub hands together, covering all surfaces of hands and fingers, until hands are dry. Follow the recommendations of the manufacturer regarding the volume of product to use.
- It is recommended that artificial nails not be worn when having contact with patients in high-risk areas. All nail tips should not exceed one-quarter (1/4) inch in length.

### *2. Gloving*

- Disposable gloves need to be worn if there is a possibility of contact with blood or other body fluids, if there is contact with items that may have blood or other body fluids on them (i.e. infusions pumps and sharps containers, or when performing invasive procedures).
- Wear gloves only once and replace them immediately if they are torn.
- Never touch your bare skin or clothing with contaminated gloves.
- Remove contaminated gloves in a way as not to touch your bare skin.
- Contaminated gloves need to be disposed of in a hazardous waste container.
- Remember to wash your hands after removing gloves.

- Change gloves in between procedure on the same patient after contact with materials that may contain high concentration of microorganisms.

### 3. Gowns

- Long sleeved disposable gowns must be worn when there is a possibility that skin or clothing may come in contact with blood or other body fluids. This includes items that may have dried blood or other body fluids on them (i.e. infusion pumps and sharps containers)
- Disposable gowns should only be worn once.
- Remove gowns in such a way as not to touch the outside of the gown against clothing or bare skin
- Contaminated gowns need to be disposed of in a hazardous waste container.
- Gowns are also necessary to protect skin and clothing against splashes or sprays.

### 4. Masks

- Masks are required in cases where respiratory transmission of microorganisms may occur:
- When a patient has a productive cough.
- When there is oral/ tracheal suction being performed.
- When performing procedures that may be likely to generate splashes or sprays.
- When an associate enters the room of an immune-compromised patient, such as persons receiving chemotherapy or treatment for AIDS.

NOTE: Personnel with a communicable disease such as a cold or flu must notify their supervisor of their condition prior to preparing or handling medications or products. Reassignments or wearing a mask may be necessary, depending upon the nature of their condition and their job.

- Disposable masks may be worn only once. Used masks must be disposed of in an appropriate hazardous waste container.
- Additional masking requirements are needed when there is a possibility of contact with airborne pathogens.

### 5. Protective Eye Wear/Face Shields

- Protective eye wear (i.e. goggles) or face shields are required for associates when there is a potential for exposure to flying particles, liquid chemicals, acids, caustic liquids, chemical gases or vapors.
- Protective eyewear is also required when compounding chemotherapy or hazardous drugs when a face shield is not present on the biological safety cabinet.

### 6. Respiratory Assistance Devices :

- Respiratory assistance devices must be worn whenever resuscitation is performed.

All of the above mentioned protective items are referred to as personal protective equipment (PPE). Personal protective equipment needs to be intact and in good condition. Do not wear contaminated PPE into a clean area. Remove PPE when it is contaminated or when a task is completed. Remove PPE so contaminated areas do not touch bare skin. Place used PPE in proper containers for disposal or cleaning. Wash thoroughly after removing PPE.

- Environmental Controls - Make sure that the facility has adequate procedures and that they are followed for the routine cleaning of all surfaces, including beds, bedrails, bedside equipment and other frequently touched surfaces.
- Linen - Used linen soiled with blood, body fluids, secretions and excretions will be handled, transported and processed in a way that prevents skin and mucous membrane exposure, contamination of clothing and the transfer of microorganisms to other patients and the environment.
- Occupational Health and Blood borne Pathogens - Avoid injuries if at all possible when using needles, scalpels and other sharp instruments. Place all contaminated needles, syringes, scalpel blades and other sharp items in designated puncture-resistant containers. These containers should be located as close as possible to the area where the items are used.
- Instead of doing mouth-to-mouth resuscitation, use mouthpieces, resuscitation bags or other ventilation devices when the need for resuscitation is anticipated.
- Patient Placement - Ensure that patients, who may contaminate the environment or who do not (or cannot be expected to) assist in maintaining appropriate hygiene, are placed in a private room. Consult with your infection control professionals on patient placement, if a private room is not available.

## **A Patient's Bill of Rights**

*A Patient's Bill of Rights was first adopted by the American Hospital Association in 1973.*

### **Introduction**

Effective health care requires collaboration between patients and physicians and other health care professionals. Open and honest communication, respect for personal and professional values, and sensitivity to differences are integral to optimal patient care. As the setting for the provision of health services, hospitals must provide a foundation for understanding and respecting the rights and responsibilities of patients, their families, physicians, and other caregivers. Hospitals must ensure a health care ethic that respects the role of patients in decision making about treatment choices and other aspects of their care. Hospitals must be sensitive to cultural, racial, linguistic, religious, age, gender, and other differences as well as the needs of persons with disabilities.

The American Hospital Association presents A Patient's Bill of Rights with the expectation that it will contribute to more effective patient care and be supported by the hospital on behalf of the institution, its medical staff, employees, and patients. The American Hospital Association encourages health care institutions to tailor this bill of rights to their patient community by translating and/or simplifying the language of this bill of rights as may be necessary to ensure that patients and their families understand their rights and responsibilities.

### **Bill of Rights**

These rights can be exercised on the patient's behalf by a designated surrogate or proxy decision maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor.

1. The patient has the right to considerate and respectful care.
2. The patient has the right to and is encouraged to obtain from physicians and other direct caregivers relevant, current, and understandable information concerning diagnosis, treatment, and prognosis.

Except in emergencies when the patient lacks decision-making capacity and the need for treatment is urgent, the patient is entitled to the opportunity to discuss and request information related to the specific procedures and/or treatments, the risks involved, the possible length of recuperation, and the medically reasonable alternatives and their accompanying risks and benefits.

Patients have the right to know the identity of physicians, nurses, and others involved in their care, as well as when those involved are students, residents, or other trainees. The patient also has the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known.

3. The patient has the right to make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy and to be informed of the medical consequences of this action. In case of such refusal, the patient is entitled to other appropriate care and services that the hospital provides or transfer to another hospital. The hospital should notify patients of any policy that might affect patient choice within the institution.
4. The patient has the right to have an advance directive (such as a living will, health care proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy.

informed medical choices, ask if the patient has an advance directive, and include that information in patient records. The patient has the right to timely information about hospital policy that may limit its ability to implement fully a legally valid advance directive.

5. The patient has the right to every consideration of privacy. Case discussion, consultation, examination, and treatment should be conducted so as to protect each patient's privacy.
6. The patient has the right to expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. The patient has the right to expect that the hospital will emphasize the confidentiality of this information when it releases it to any other parties entitled to review information in these records.
7. The patient has the right to review the records pertaining to his/her medical care and to have the information explained or interpreted as necessary, except when restricted by law.
8. The patient has the right to expect that, within its capacity and policies, a hospital will make reasonable response to the request of a patient for appropriate and medically indicated care and services. The hospital must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, or when a patient has so requested, a patient may be transferred to another facility. The institution to which the patient is to be transferred must first have accepted the patient for transfer. The patient must also have the benefit of complete information and explanation concerning the need for, risks, benefits, and alternatives to such a transfer.
9. The patient has the right to ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
10. The patient has the right to consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent. A patient who declines to participate in research or experimentation is entitled to the most effective care that the hospital can otherwise provide.
- II. The patient has the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.
12. The patient has the right to be informed of hospital policies and practices that relate to patient care, treatment, and responsibilities. The patient has the right to be informed of available resources for resolving disputes, grievances, and conflicts, such as ethics committees, patient representatives, or other mechanisms available in the institution. The patient has the right to be informed of the hospital's charges for services and available payment methods.

The collaborative nature of health care requires that patients, or their families/surrogates, participate in their care. The effectiveness of care and patient satisfaction with the course of treatment depend, in part, on the patient fulfilling certain responsibilities. Patients are responsible for providing information about past illnesses, hospitalizations, medications, and other matters related to health status. To participate effectively in decision making, patients must be encouraged to take responsibility for requesting additional information or clarification about their health status or treatment when they do not fully understand information and instructions. Patients are also responsible for ensuring that the health care institution has a copy of their written advance directive if they have one. Patients are responsible for informing their physicians and other caregivers if they anticipate problems in following prescribed treatment.

Patients should also be aware of the hospital's obligation to be reasonably efficient and equitable in providing care to other patients and the community. The hospital's rules and regulations are designed to help the hospital meet this obligation. Patients and their families are responsible for making reasonable accommodations to the needs of the hospital, other patients, medical staff, and hospital employees. Patients are responsible for providing necessary information for insurance claims and for working with the hospital to make payment arrangements, when necessary.

A person's health depends on much more than health care services. Patients are responsible for recognizing the impact of their life-style on their personal health.

### **Conclusion**

Hospitals have many functions to perform, including the enhancement of health status, health promotion, and the prevention and treatment of injury and disease; the immediate and ongoing care and rehabilitation of patients; the education of health professionals, patients, and the community; and research. All these activities must be conducted with an overriding concern for the values and dignity of patients.

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# PATIENT RIGHTS

## *You have the right to:*

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
  2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
  3. Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and nonphysicians who will see you.
  4. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
  5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or nontreatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
  6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of members of the medical staff, to the extent permitted by law.
  7. Be advised if the hospital/licensed health care practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
  8. Reasonable responses to any reasonable requests made for service.
  9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of pain with methods that include the use of opiates.
  10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
  11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
  12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
  13. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
  14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
  15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
  16. Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
  17. Know which hospital rules and policies apply to your conduct while a patient.
  18. Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless:
    - No visitors are allowed.
    - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
    - You have told the health facility staff that you no longer want a particular person to visit.
- However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
  20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
  21. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, disability, medical condition, marital status, registered domestic partner status, or the source of payment for care.
  22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling (name, address and phone number of hospital):
 

The grievance committee will review each grievance and provide you with a written response within \_\_\_\_ days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).
  23. File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The California Department of Public Health's phone number and address is: (local address and phone number of CDPH)

*These Patient Rights combine Title 22 and other California laws, The Joint Commission and Medicare Conditions of Participation requirements. (3/12)*

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## LOS ANGELES COUNTY SUPPLEMENT



*This section specifically applies to any and all employees assigned to any and all Los Angeles County Facilities. Please carefully read this section prior to beginning your assignment. By signing the HSP Handbook Acknowledgement, you are expected to comply with all the Rules and Regulations of the County of Los Angeles.*

### **County of Los Angeles Rules and Regulations**

In the performance of this Agreement, Contractor shall comply with all current and applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, including, but not limited to standards of The Joint Commission, its National Patient Safety Goals, California Code of Regulations, Title 22, Division 5 regulations and all other applicable industry best practices standards. All provisions required thereby to be included in this Agreement are incorporated herein by reference.

### **Facilities Rules and Regulations**

During the time that you are at a Facility, you shall be subject to the rules and regulations of that Facility. You shall be furnished with a copy of rules and regulations pertaining to the Facility prior to the commencement of assignment, and with any changes thereto as from time to time may be adopted. You will be immediately and permanently removed from assignment if you (1) violated such rules or regulations, or (2) your actions while on County premises, indicate that you actions while on County premises, indicate that you may adversely affect the delivery of health care services to County patients.

### **Confidentiality**

Employee shall maintain the confidentiality of all records and information, including, but not limited to, billings, County records and patient records, in accordance with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.

### **Compliance with Civil Rights Laws-Anti-Discrimination and Affirmative Action Laws**

HSP adheres and complies with the civil rights Act of 1964, the Fair Employment & Housing Act and Affirmative Action. No one will be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination on the basis of race, color, religious creed, ancestry, national origin, sex, sexual orientation, age, physical or mental disability, medical condition, marital status, or political affiliation.

### **Jury Service Program**

HSP shall provide employees assigned to any and all Los Angeles County facilities with five days of regular pay on an annual basis for actual jury service.

### **Conflict of Interest**

HSP will not employ any individual with direct relationship with a Los Angeles County employee that has influence on the award or administration of any services provided by the employee or HSP as a company

### **Staff Performance under the Influence**

Employee shall not perform services while under the influence of any alcoholic beverage, medication, narcotic, or other substance which might impair their physical or mental performance.

### **Time Off for Voting**

For all statewide elections, HSP shall allow employees assigned to any and all County of Los Angeles facilities up to two (2) hours of voting time. For patient safety concerns, employees are asked to use best judgement on the time they choose to take off for voting and coordinate coverage with their direct supervisor.

### **Unlawful Solicitation**

HSP, Inc. will provide referrals to organizations and other resources based on the needs of the individuals and their ability to pay. Outside organizations and individuals including attorneys will not be allowed to solicit their services unlawfully as part of the work of HSP, Inc.

In addition, employees will not solicit or be the "cappers" for services of attorneys or other outside agencies. This should not be construed to disallow referrals to non-profit legal aid assistance providers and associations.

### **Federal Earned Income Credit**

As an employee, you may be eligible for the Federal Earned Income Credit under the federal income tax laws. More information on this can be obtained by visiting the Internal Revenue Service website and reviewing Notice No. 1015 - <https://www.irs.gov/pub/irs-pdf/n1015.pdf>

### **Safely Surrendered Baby Law**

The Los Angeles County has implemented a Safely Surrendered Baby Law. The information of where and how to safely surrender a baby can be obtained on the fact sheet on the next pages and also available on the Internet at [www.babysafela.org](http://www.babysafela.org)

### **County Policy of Equity**

Employees assigned to Los Angeles County facilities are expected to comply with the County Policy of Equity, which promotes a workplace free from discrimination, harassment, retaliation, and inappropriate conduct. You must conduct yourself in a manner consistent with this policy at all times while on County premises or performing services under this contract.

### **Child Support Compliance**

Employees are expected to comply with all applicable laws regarding child, family, and spousal support obligations. This includes cooperating with any lawful Wage and Earnings Withholding Orders or related notices issued under applicable state and federal laws.

### **Health Insurance Portability and Accountability Act (HIPAA)**

Employees must comply with HIPAA and related confidentiality laws at all times. You are prohibited from using or disclosing protected health information except as permitted by law and your job duties. Violations may result in immediate removal from assignment and potential legal consequences.

### **Property Tax Compliance**

Employees must comply with applicable County policies regarding property tax obligations. While the obligation under the contract is primarily a company responsibility, you are expected to respond honestly to any County inquiries relating to property tax compliance in the course of your assignment.

### **Human Trafficking**

Employees must comply with the County's Zero Tolerance Policy on Human Trafficking. Engaging in or supporting human trafficking in any form will result in immediate removal from assignment, termination of employment, and possible legal action.



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# Safely Surrendered Baby Law

## What is the Safely Surrendered Baby Law?

California's Safely Surrendered Baby Law allows parents or other persons, with lawful custody, which means anyone to whom the parent has given permission to confidentially surrender a baby. As long as the baby is three days (72 hours) of age or younger and has not been abused or neglected, the baby may be surrendered without fear of arrest or prosecution.

### How does it work?

A distressed parent who is unable or unwilling to care for a baby can legally, confidentially, and safely surrender a baby within three days (72 hours) of birth. The baby must be handed to an employee at a hospital or fire station in Los Angeles County. As long as the baby shows no signs of abuse or neglect, no name or other information is required. In case the parent changes his or her mind at a later date and wants the baby back, staff will use bracelets to help connect them to each other. One bracelet will be placed on the baby, and a matching bracelet will be given to the parent or other surrendering adult.

### What if a parent wants the baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days. These parents should call the Los Angeles County Department of Children and Family Services at 1-800-540-4000.

### Can only a parent bring in the baby?

No. While in most cases a parent will bring in the baby, the Law allows other people to bring in the baby if they have lawful custody.

### Does the parent or surrendering adult have to call before bringing in the baby?

No. A parent or surrendering adult can bring in a baby anytime, 24 hours a day, 7 days a week, as long as the parent or surrendering adult surrenders the baby to someone who works at the hospital or fire station.

### Does the parent or surrendering adult have to tell anything to the people taking the baby?

No. However, hospital or fire station personnel will ask the surrendering party to fill out a questionnaire designed to gather important medical history information, which is very useful in caring for the baby. The questionnaire includes a stamped return envelope and can be sent in at a later time.

### What happens to the baby?

The baby will be examined and given medical treatment. Upon release from the hospital, social workers immediately place the baby in a safe and loving home and begin the adoption process.

### What happens to the parent or surrendering adult?

Once the parent or surrendering adult surrenders the baby to hospital or fire station personnel, they may leave at any time.

### Why is California doing this?

The purpose of the Safely Surrendered Baby Law is to protect babies from being abandoned, hurt or killed by their parents. You may have heard tragic stories of babies left in dumpsters or public bathrooms. Their parents may have been under severe emotional distress. The mothers may have hidden their pregnancies, fearful of what would happen if their families found out. Because they were afraid and had no one or nowhere to turn for help, they abandoned their babies. Abandoning a baby is illegal and places the baby in extreme danger. Too often, it results in the baby's death. The Safely Surrendered Baby Law prevents this tragedy from ever happening again in California.

## A baby's story

Early in the morning on April 9, 2005, a healthy baby boy was safely surrendered to nurses at Harbor-UCLA Medical Center. The woman who brought the baby to the hospital identified herself as the baby's aunt and stated the baby's mother had asked her to bring the baby to the hospital on her behalf. The aunt was given a bracelet with a number matching the anklet placed on the baby; this would provide some identification in the event the mother changed her mind about surrendering the baby and wished to reclaim the baby in the 14-day period allowed by the Law. The aunt was also provided with a medical questionnaire and said she would have the mother complete and mail back in the stamped return envelope provided. The baby was examined by medical staff and pronounced healthy and full-term. He was placed with a loving family that had been approved to adopt him by the Department of Children and Family Services.



# STOP Human Trafficking

If you or someone you know is being forced to engage in any activity and cannot leave – whether it is commercial sex, housework, farm work, construction, factory, retail, or restaurant work, or any other activity –

**text 233-733 (Be Free)**

or call the National Human Trafficking Hotline at [1-888-373-7888](tel:1-888-373-7888) or the California Coalition to Abolish Slavery and Trafficking (CAST) at [1-888-KEY-2-FRE\(EDOM\)](tel:1-888-KEY-2-FRE(EDOM)) or [1-888-539-2373](tel:1-888-539-2373) to access help and services.

Victims of slavery and human trafficking are protected under United States and California law.

The hotlines are:

- Available 24 hours a day, 7 days a week
- Toll-free
- Operated by nonprofit, nongovernmental organizations
- Anonymous and confidential
- Accessible in more than 160 languages
- Able to provide help, referral to services, training, and general information