



**ALLIANCE  
SERVICES, INC**

## **Healthcare Professional Employee Handbook**



***Alliance Services has earned  
The Joint Commission Gold Seal of Approval  
Joint Commission Certified 2018***

## **Welcome to the *Alliance Services* team!**

*We are pleased to add you to our team of talented professionals. Your performance on the pre-requisite competency tests, clinical skills assessment, academic accomplishments, and interview responses are reflective of your professionalism.*

*Members of our office team are available to assist you with the transition into working with a temporary staffing company. While all members of the Alliance Services team are very important, the below listed employees are beneficial resources.*

Georgianna “Gigi” Dee, RN  
President & CEO, Director of Nursing  
gigi@asi-wi.com

Valerie M. Wilson  
Director of Administrative Operations  
valerie@asi-wi.com

Lauren Hajek  
Clinical Staff Payroll, Accounts Receivable  
Supervisor, Management Team Member  
lauren@asi-wi.com

Ginger Carerros  
Internal Payroll and Accounts Payable Supervisor  
ginger@asi-wi.com

Mike Trapp  
Senior Client Manager/Senior Staffing Specialist  
Clinical Staff Payroll Manager  
mike@asi-wi.com

Amy Lueth  
Senior Credentialing Specialist/Certified Human  
Human Resources Supervisor, Benefits Manager  
amy@asi-wi-com

Beth Moehr  
Credentialing Specialist/Human Resources and  
Benefits Assistant  
beth@asi-wi.com

Natalie Bohn  
Credentialing Specialist/Human Resources Asst.  
natalie@asi-wi.com

Alisha Crego  
Client Manager/Staffing Specialist  
becky@asi-wi.com

Katie Godejohn  
Client Manager/Staffing Specialist  
katie@asi-wi.com

Rebecca Moehr-Lambrecht  
Client Manager/Staffing Specialist  
becky@asi-wi.com

Billie Michaels  
Client Manager/Staffing Specialist  
billie@asi-wi.com

McKenzie Pfund  
Client Manager/Staffing Specialist  
McKenzie@asi-wi.com

Vonn Heiss  
Client Manager/Staffing Specialist  
vonn@asi-wi.com

All office employees are available via the main line 262-677-2180, or their individual email accounts.

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## **1 Changes in Policy**

This Employee Handbook supersedes all previous Employee Handbooks that were issued.

This employee handbook is a guide to general employment procedures and policies of Alliance Services, Inc. The handbook is for information only and is not a contract of employment. Any company procedure or policy, including any policy, procedure, or provision in or referred to in this handbook, may be modified, amended, increased, decreased, or deleted by the company at any time, with or without notice.

This handbook does not and is not intended to address every possible employment/employee situation. The company reserves the right to take action or make a decision which is inconsistent with the provisions of this handbook, to address unique situations, on a case-by-case basis, in the company's sole discretion.

Neither this handbook nor any other manual, policy, or other document alters, in any way, the "at-will" employment status of company. "at-will" employment means that either you or the company can terminate the employment relationship at any time, for any or no reason, with or without cause, and with or without notice, subject to restrictions under any applicable law. No contrary statement by any company employee, manager, supervisor, or agent shall have any force or effect, unless it is in writing, states that it is a "contract of employment," and is signed by the president of the company.

## **2 Mission Statement**

Alliance Services, LLC is a licensed staffing company that provides temporary and contracted healthcare professionals to facilities in the state of Wisconsin.

Our mission is to provide reliable healthcare professionals dedicated to quality patient care. It is our agency's endeavor to simplify the staffing process for clients and support the success of our clinical team by consistently providing fulfilling assignments. Alliance Services values respectful business practices to ensure the delivery of safe healthcare by a compassionate, skilled team.

***While YOU CARE for patients, Alliance Services CARES for you!***

## **3 Conflict of Interest**

All employees have a duty to further Alliance Services' aims and goals, and to work on behalf of everyone's best interest. Employees should not place themselves in a position where the employee's actions or personal interests may be in conflict with those of Alliance Services. Examples include soliciting or profiting from the Company's client/prospect base or other company asset for personal gain, acting on behalf of the Company if servicing or obtaining a client and limiting the best solution for the client/prospect for personal financial gain, and acting as director, officer, employee, or otherwise for any business or institution with which the Company has a competitive or significant business relationship without the written approval from Alliance Services. Employee should report to their manager any situation or position (including outside employment by the employee or any member of the employee's immediate household) which may create a conflict of interest with the company.

## **4 Code of Business Ethics**

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

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

- All employees are responsible for conducting their jobs in a manner reflecting standards of ethics that are consistent with accepted criteria for personal integrity.
- Preserving Alliance Services' reputation for integrity and professionalism is an important objective. The manner in which employees carry out their responsibilities is as important as the results they achieve.
- All activities are to be conducted in compliance with both the letter of the law and spirit of the law, regulations, and judicial decrees.
- No employee should, at any time take any action on behalf of Alliance Services, which 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 Alliance Services.
- To maintain high standards of performance, Alliance Services 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.
- Alliance Services is committed to maintaining a work place environment in which employees are free from sexual harassment.
- Alliance Services will not tolerate violence or threats of violence in the workplace, including but not limited to abusive language, threats, intimidation, inappropriate gestures and/or physical fighting by any employee. These actions are strictly prohibited and may lead to severe disciplinary action up to and including termination.
- Alliance Services recognizes that its employees and clinical staff are its most valuable assets and is committed to protecting their safety and welfare. Employees are required to report accidents and unsafe practices or conditions to their supervisors or other management staff. Timely action will be taken to correct unsafe conditions.
- Employees that are licensed or certified in any profession shall follow all applicable rules and professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
- Alliance Services prohibits the use or possession of illegal drugs and alcohol use on Alliance Services property or while engaged in company activity.
- Alliance Services is committed to protecting the privacy, confidentiality and security of personal (education, employment and health) information of its employees. This policy is designed to assure compliance with applicable state and federal laws and regulations.
- Alliance Services is committed to protecting its own and its client's trade secrets, proprietary information and other internal information.
- It is the desire of Alliance Services to provide authorized third parties with information whenever requested while committing to our responsibility to control the release of information to protect the privacy and confidentiality of the employee and/or corporate information.
- Employees are not authorized to issue any statement, written or oral, to any news media representative or grant any public interview pertaining to the company's operations or financial matters.

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

All reports and inquiries are handled confidentially to the greatest extent possible under the circumstances. You may choose to remain anonymous, though in some cases that can make it more difficult to follow up and ensure resolution to the situation. Alliance Services wants every employee to report violations of our ethical or other principles whenever you see them or learn about them. In fact, it is a requirement of your employment. If you do not know whether something is a problem, please ask a member of management.

## **5 American Nurses Association – Code of Ethics**

In addition to the Alliance Services Code of Business Ethics, nurses are expected to practice nursing according to the American Nurses Association Code of Ethics:

- The nurse, in all professional relationships, practices with compassion and respect for the inherent dignity, worth and uniqueness of every individual unrestricted by considerations of social or economic status, personal attributes or the nature of health problems.
- The nurse's primary commitment is to the patient, whether an individual family, group or community.
- The nurse promotes, advocates for and strives to protect health, safety and rights of the patient.
- The nurse is responsible and accountable for individual nursing practice and determines the appropriate delegation of tasks consistent with the nurse's obligation to provide optimum patient care.
- The nurse owes the same duties to self as to others, including the responsibility to preserve integrity and safety to maintain competence and to continue personal & professional growth.
- The nurse participates in establishing, maintaining and improving health care environments and conditions of employment conducive to the provision of quality health care and consistent with the values of the profession through individual and collective action.
- The nurse participates in the advancement of the profession through contributions to practice, education, administration and knowledge development.
- The nurse collaborates with other health professionals and the public in promoting community, national and international efforts to meet health needs.
- The profession of nursing, as represented by associations and their members, is responsible for articulating nursing values, for maintaining the integrity of the profession and its practice for shaping social policy.

American Nurses Association:

<http://nursingworld.org/MainMenuCategories/ThePracticeofProfessionalNursing/EthicsStandards/CodeofEthics.aspx>

## **6 Standards of Conduct**

It is the responsibility of every member of Alliance Services' healthcare professional team to exercise appropriate judgment and conduct themselves in a manner that reflects the highest standards of professional and personal ethics and behavior.

## **7 Professional Conduct**

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

- Healthcare Professionals are to render care in a manner that enhances the personal dignity and rights of each patient. Any form of patient abuse and/or neglect will not be tolerated.
- Interactions with all healthcare facility patients, visitors, employees, physicians, vendors, etc., must be conducted in a courteous and professional manner at all times, ensuring that Alliance Services is always presented in the most favorable light.
- The practice of counseling the patient regarding personal problems and/or participation of the Alliance Services healthcare professional in conversations with patients about topics not relevant to the plan of care is discouraged and unacceptable.
- Patients are to be dealt with equally and fairly and the selection of "favorites" is not acceptable.
- Appropriate language is to be used at all times when an Alliance Services' healthcare professional is at an Alliance Services client facility, and in any patient care area, private and/or public. Abusive, profane, threatening, demeaning, language resulting in violation of HIPAA regulations or compromising patient confidentiality can result in immediate termination.
- Touching patients, except in the direct delivery of care or by a greeting, is prohibited.
- Socializing with patients and/or patient's significant others outside of the facility is unacceptable.
- All healthcare professionals will uphold all rules and regulations related to patient confidentiality in all areas including patient care, public and non-patient care areas. These rules and regulations include but are not limited to the following:
  - Healthcare professionals are not to divulge to anyone any information or records concerning any patient without proper authorization. Unauthorized release of confidential information may constitute grounds for termination and/or civil action.
  - Conversations regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
  - Problems of a patient are not to be discussed with another patient.
  - Patients are not to be named or discussed with anyone in or outside of the facility who does not have the legal right to receive information about the patient.
- Personal problems, concerns or personal life information of healthcare professionals are not to be discussed with any patient, patient group or family/significant others.
- Healthcare professionals are not to discuss disagreements or criticize other healthcare professionals or physicians within the earshot of patients/families/significant others. A professional difference of opinion must be discussed in an appropriate private space.
- Behavior in patient areas and at the nurses' station shall be oriented toward patient care. Personal reading and conversations, including personal phone calls, are not to be conducted in these areas.
- Employees must avoid any situation which involves a possible conflict between their personal interests and those of Alliance Services. Staff shall not solicit and are encouraged not to accept gifts or compensation of any kind from any individual or organization outside of Alliance Services as a consequence of their position at Alliance Services.
- Any inappropriate interactions between patients and staff, staff and staff, or staff and others within the healthcare facility will be met with investigation and quick response within the framework of Alliance Services policy and procedure.
- Employees who are licensed or certified in any profession shall follow all applicable rules or professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
- All Alliance Services healthcare professionals will be expected to maintain English proficiency standards and use English exclusively during all paid working hours.
- Alliance Services name badge, or badge issued by client facility must be worn at all times while on assignment, above the waist with employee's picture, name and title fully visible.
- While at the healthcare facility or healthcare facility, all employees must follow these basic rules:
  - Eating and drinking are only permitted in the cafeteria, designated employee lounges, unit conference rooms and private offices, when not in use for patient care.
  - Sleeping is not permitted during while on facility premises.
  - Personal phone calls on the unit during work time are prohibited, except in emergency situations.
  - Assigned duties must be carried out in a timely, efficient manner as directed or delegated.



## 8 Dress Code

Appropriate good taste, good grooming, safety and consideration for others should govern the appearance of all staff members. Neatness and cleanliness are evidence of concern for patients, their families, the public and each other. Personal neatness and appropriate attire provide an atmosphere of professionalism and inspire confidence in our ability to provide healthcare services to our community. Healthcare facility and/or Department policies may specify additional requirements as appropriate for staff and patient safety. Employee is responsible for following these policies as well. Alliance Services' employees are expected to project a positive, professional image by being well-groomed and wearing clean, well-maintained clothing or uniforms.

### 8.1 Specific Requirements:

- Identification badges must be worn while on duty; they must be clearly visible (displayed at the lapel level of the employee's body).
- Open-toed shoes are not permitted for direct patient care responsibilities.
- Hair should be clean, neat and styled for safety (for direct care positions).
- Nails should be clean, neat and cut short for direct care positions. **No artificial nails are allowed.**
- Shift supervisors, Unit Nurse Directors, Unit Nurse Managers, or designees will have the responsibility of ensuring employees are within compliance of this policy. Employees will be allowed to correct the violation and return to duty.
- Shift Supervisors shall provide clarification and direction to employees regarding appearance and professional image as needed.
- Repeated violation of the Dress Code policy may lead to disciplinary actions up to termination.
- No sunglasses are to be worn indoors unless specifically prescribed.
- No hats, caps, or other head coverings are to be worn indoors unless required by sanitation standards, nature of job or religious practices. Medical (doctor's) notes to wear a head covering must have a sound and true clinical reason.
- Street clothes should be conservative, neat and clean, suitable for bending, stooping and meeting demands of the job.

The following MAY NOT be worn while on duty:

- Halter styled, exposed mid-riff tops, sheer "see through" clothing, spandex/exercise clothing or sexually provocative clothing.
- All backless, strapless-styled clothing must be covered with jacket or sweater.
- Patched, torn or cut-out jeans.
- Clothing/badges that carry a message or symbol which is profane, in poor taste, or refers to sex, alcohol, drugs, politics or religion.
- Pants, skirts and shorts that are significantly shorter than the bend of the knee when standing.
- Pants must be worn that fit; under garments or skin cannot be exposed.
- Staff directly involved in sports activities may wear shorts during the time of the activity only. These shorts shall be no shorter than fingertip length when standing with arms straight down by side.
- Shoes: All employees are required to wear shoes appropriate for the work performed as determined by department heads. In some instances, safety and/or sanitation requirements dictate that proper or special footwear be worn at all times on the job. For those persons involved in significant direct patient contact, shoes should have no more than 2"heels. Closed toed and closed heeled shoes are required for direct care staff.
- No dress code can possibly address societal norms for appearance and dress in the healthcare workplace. General appearance, clothing or accessories shall not be:
  - Bizarre
  - Sexually suggestive or provocative

- Advertisement for alcohol or tobacco (or other products and/or services)
- Sloppy, dirty, or unkempt
- Offensive or discriminatory to others; including words, phrases or slogans on T-shirts
- Incompatible with work activities including work-related play/recreation

NOTE: You are required to abide by any other requirements of the healthcare facility and/or department while working. Repeated violation of the Dress Code policy will lead to disciplinary action up to and including termination.

## **9 Disciplinary Action**

Alliance Services has established workplace standards of performance and conduct as a means of maintaining a productive and cohesive working environment. A positive and progressive approach is taken to solve discipline problems which appeal to an employee's self-respect, rather than create the fear of losing a job. Our system emphasizes correction of the offensive behavior. If correction of the problem and sustained improvement does not occur, termination will likely result.

**The first 90 days of employment will be regarded as a probationary period.** Any policy violations or “Do Not Return” (DNR) events during the probationary period can result in immediate termination.

Following the probationary period, disciplinary actions will be administered in the following escalating order: verbal warning; written warning, termination. As an example, the following types of policy violations can result in the above escalating disciplinary action:

- Disregard for established policies and procedures.
- Excessive cancellations or tardiness.
- Discourtesy to clients or fellow employees.

The following can be regarded as grounds for immediate termination:

- Accepting an assignment and not reporting to work or not notifying Alliance Services.
- Three (3) incidents of Do Not Return by facilities.
- Unauthorized possession, use, or removal of property belonging to Alliance Services or any client of Alliance Services.
- Failure to comply with all safety rules and regulations, including the failure to wear safety equipment when instructed.
- Reporting to work under the influence of alcohol, illegal drugs, or in possession of either item on company premises or work sites of client companies.
- Lewd, unacceptable behavior, possession of weapons or explosives and provoking, instigating or participating in a fight is prohibited at Alliance Services and/or at its client facilities.
- Violation of the harassment policy.
- Insubordination of any kind is grounds for immediate termination. (For example, refusal to carry out your supervisor's reasonable works request).
- Leaving an assignment without notice (i.e. patient or assignment abandonment).
- Falsifying records including, but not limited to, time records or claims pertaining to injuries occurring on company premises or work sites of client companies or personnel records.
- Disclosing confidential information without authorization.

## **10 Equal Employment Opportunity**

The Company is committed to Equal Employment Opportunity (“EEO”) and to compliance with all federal, state, and local laws that prohibit workplace discrimination and unlawful retaliation. The Company strictly prohibits all discrimination on the basis of race,

ancestry, color, age, national origin, ethnicity, religious creed or belief, physical or mental disability, marital or familial status, arrest or conviction record, use or nonuse of lawful products off the employer's premises during nonworking hours, genetic information or testing, military or veteran status, sex, gender, sexual orientation, citizenship status, protected activity (such as opposition to or reporting of prohibited discrimination or harassment), or any other status or classification protected by applicable federal, state, and/or local laws. The Company will also make reasonable accommodations for disabled applicants and employees and for the sincerely held religious beliefs of applicants and employees depending upon individual circumstances.

The commitment to EEO extends to all areas of personnel actions, including but not limited to advertising, recruiting, hiring, training, evaluation, promotion, transfer, work assignments, accommodation requests, requests for leave, compensation, benefits, disciplinary actions, layoffs, discharges, terminations, participation in Company activities, programs, or events, or any other terms, conditions, or privileges of employment.

Every supervisor, manager, and employee must follow and adhere to this policy.

## **11 Substance Abuse**

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

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

For the protection of our employees, the public and to insure an environment free from the influence of illegal drugs as is reasonably and practically possible, the company requires a pre-employment drug screen, and reserves the option to conduct a "for cause" or random drug screen for the presence of illegal drugs under certain conditions. Consent to observed drug testing within 8 hours of request will be a condition of further employment of each and every employee. If any director, manager, supervisor or other company officer or client representative has any suspicion that an employee under his or her supervision may be affected by or under the influence of illegal drugs, the employee under suspicion will be asked to undergo a laboratory test to determine the presence of illegal drugs. Refusal to take the test will subject the employee to immediate termination. Additionally, consistent with the law, drug and alcohol screening tests will be given after accidents or near misses, or upon reasonable suspicion of alcohol or drug use, when a client requires pre-assignment testing, or upon any other circumstances which warrant a test.

## **12 Sexual and Other Unlawful Harassment**

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

- Unwanted sexual advances—verbal and/or non-verbal.
- Offering employment benefits in exchange for sexual favors.

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

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

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

Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Upon experiencing or witnessing sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Alliance Services Corporate Office. You can raise concerns and make reports without fear of reprisal or retaliation. Retaliation against employees who report perceived discrimination or harassment or who participate in investigations of alleged discrimination or harassment is prohibited and will lead to disciplinary action, up to and including termination.

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

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise any member of management so the allegation can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

### ***13 Resolution of Complaints (From Healthcare Professional Staff)***

An employee complaint is any complaint and/or concern from one of our valued healthcare professionals regarding a situation or incident that results in dissatisfaction of that employee. The purpose of our complaint policy is to:

- To have a positive impact in improving employee satisfaction.
- To understand the causes that underlie a complaint and to focus on making changes to systems and processes to reduce the probability of a similar complaint in the future.
- To analyze and trend data to identify opportunities for organizational performance improvement.

Alliance Services accepts complaints from persons who are unsatisfied with their experience and interactions with Alliance Services employees. The following guidelines shall be followed in resolving complaints.

- Complaints must be filed within 30 days of the alleged act.
- The complaint is the written document detailing the all circumstances and interactions related to the complaint.
- An individual seeking to file a complaint needs to contact Alliance Services management. An intake interview or phone interview will be conducted with the complaining party.
- After a careful screening process, the complaint is investigated to determine if there is sufficient evidence to support the allegation.
- A complaint may be settled at any time after it is filed. Opportunities will be given to all parties involved to ask questions, provide information, and suggest witnesses in order to resolve the complaint.
- As the investigation proceeds, individuals will be interviewed and pertinent records and documents will be reviewed.
- The person filing the complaint must cooperate fully by providing accurate information and by supplying documents to support the allegations.
- All information gathered in the course of an investigation is subject to disclosure unless otherwise protected by the individual's right to privacy (e.g. medical records).

Our goal is to always provide you with a consistent level of service. If for any reason you are dissatisfied with our service, we encourage you to contact the Alliance Services Management to discuss the issue. Alliance Services has processes in place to resolve complaints in an effective and efficient manner. If the resolution does not meet your expectation, we encourage you to call the Alliance Services office at (262) 677-2180 and speak to a member of the management team. Management staff will work with you to resolve your concern.

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

Clinical staff must recognize the importance of following effective procedures and are encouraged to speak up if something has been 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 a clinical incident include but are not limited to omission of treatment, deviation from policy, medication errors, improper equipment usage, IV of Blood complications, patient fall, inaccurate clinical assessment, patient or physician complaint. Clinical staff should notify Alliance Services 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 Clinical Director within 24 hours of the occurrence. The healthcare facility will conduct a Root Cause Analysis for all sentinel events, to identify the causes of the error. The Clinical Director will work closely with any staff involved in an error, including supporting them through the difficult time, facilitate communication between the clinical staff and the customer about the event, and based on the root cause 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 Clinical Director reports each situation according to the guidelines of the appropriate professional association or licensing board.

Clinical Incidents, Sentinel Events, close calls, observations, injuries can be reported via phone to the Alliance Services office, email ([staff@asi-wi.com](mailto:staff@asi-wi.com)) or by completing the Incident Reporting Form located on the Employee Resources page of the Alliance Services website at [www.asi-wi.com](http://www.asi-wi.com) and providing the form to the Alliance Services office via email at [staff@asi-wi.com](mailto:staff@asi-wi.com) or by fax at 262-677-3822.

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

Alliance Services provides Workers Compensation insurance for its employees as required by law. It is our philosophy that if an employee is injured while at work, it is our intent to assist that employee to return to work as soon as possible. The employee is obligated to report a work-related injury to Alliance Services as soon as possible by calling 262-677-2180 24 hours a day/7 days a week. Additionally, employees are required to complete the Alliance Incident Reporting Form (found on the Employee Resources page of the Alliance Services website at: [www.asi-wi.com](http://www.asi-wi.com)) as soon as possible after the injury. If for any reason the employee cannot access the form, an incident report form from the facility where you are assigned can be used and sent to the Alliance Services office. The completed Incident Report Form or facility incident report form can be faxed to 262-677-3822 or emailed to [staff@asi-wi.com](mailto:staff@asi-wi.com).

## **16 Orientation**

Alliance Services will provide all new employees with an orientation to the company's policies and procedures. Each employee will receive an Employee Handbook. It the obligation and responsibility of the employee to read the Employee Handbook thoroughly, including the statements in the foreword describing the purpose and effect of the Handbook. Additionally, it is the responsibility of the employee that if there is any policy or provision in the Employee Handbook that are not understood, the employee will seek clarification from the staff at Alliance Services, Inc.

The amount of orientation time and training requirements varies for each facility. Some facilities require computer training classes and orientation prior to the first shift worked. An Alliance Services representative will explain required orientation to employees prior to scheduling first shift with a facility.

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

- Report approximately one (1) hour early for orientation unless otherwise instructed (it may vary for each facility).
- Wear your Alliance Services identification badge at all times.
- Carry photo ID for evidence of identity when reporting for assignment.
- Take your professional license and certifications with you.
- Report to the appropriate supervisor.
- It is expected that the healthcare professional locates and comply with the facility policy and procedures manual, locate fire pulls, crash cart, med room, linen cart, and appropriate exits before your shift starts.
- Always dress in proper attire when working at the facility.
- Occasionally, an Alliance Services employee may show up early as directed for orientation shift and no one is available for orientation. Please take it upon yourself to utilize this time to become familiar with the floor layout and the location of vital items you may need in order to function effectively on your shift. It will be to your advantage to have knowledge of the location of the policy and procedures manual, fire pulls, crash cart, med. room, linen cart, and appropriate exits prior to the onset of your shift.

## **17 Floating Policy**

Alliance Services employees may only be placed in assignments that match the job description for which Alliance Services assigns them. If an employee is asked to float to another department with the customer, the department must be a like department or unit and the float employee must have demonstrated previous competency and have the appropriate certifications, credentials for that department/unit.

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

- The healthcare provider will immediately notify Alliance Services,
- The healthcare professional is obligated to inform the healthcare facility of his/her professional limitations based upon his/her experience, competency, and the Nurse Practice Act.
- The Clinical Director at Alliance Services will work within the bounds of the Nurse Practice Act and the healthcare professional contract to resolve the issue.

## **18 Continuing Education**

Ongoing continuing education is the responsibility of Alliance Services employees to ensure that all clinical staff has a current knowledge and practice base. **Alliance Services offers on-site BLS classes for healthcare providers and can be scheduled by contacting a member of our credentialing team at 262-677-2180.** Additionally, Alliance Services 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.nursece4less.com](http://www.nursece4less.com)

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

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

[www.nurseceu.com/free\\_nursing\\_ceus.htm](http://www.nurseceu.com/free_nursing_ceus.htm)

[www.cybernurse.com/ceu.html](http://www.cybernurse.com/ceu.html)

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

While continuing education is not a requirement in the State of Wisconsin to maintain licensure, Alliance Services encourages all healthcare professionals to stay abreast of current clinical procedures and best practice standards via continuing education courses. Please provide Alliance Services with any copies of continuing education certificates to be included in your personnel file.

## **19 Employee Performance Review**

- Every healthcare professional employed by Alliance Services, who has worked consistently for a one-year period, will have a performance evaluation carried out by the Alliance Services, on or around your anniversary date.
- Alliance Services will attempt to obtain feedback from client representatives regarding clinical staff competence and ongoing performance of professional employee. Unfortunately, some clients will not cooperate with Alliance Services in this regard, so Alliance Services follows a competence by exception philosophy. In the absence of client feedback, unless there is evidence of a performance issue, we assume that our employees are meeting performance expectations.
- Feedback from our clients regarding clinical and/or professional performance is addressed with our employees in a timely manner. Follow-up with our clients is completed within an appropriate time frame.
- Every health professional employed by Alliance Services will complete an annual skill checklist which applies to 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 employee's competence at hire, at performance evaluation and as needed or required by state licensing agencies, to ensure that employees have the skills or can develop the skills to perform and continue to perform their duties.
- The Clinical Director is responsible to ensure that any areas of development are identified and addressed.

## **20 Clinical Supervision**

The Alliance Services Director of Nursing (DON) provides clinical staff supervision for Alliance Services' healthcare professionals. The DON has an understanding of the scope of services provided by the disciplines supervised. The DON utilizes the appropriate practice acts, the professional licensing and certification boards and professional associations as clinical resources, as needed. It is the DON's responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies.

## **21 Availability of Alliance Services Office Staff**

The Alliance Services office is located at 910 South Main Street, West Bend, and is open Monday through Friday from the hours of 8:00am – 5:00pm. The main office telephone number is (262) 677-2180. Outside of normal business hours and in the event of an emergency please contact us at the same number listed above. Alliance Services' on call staff will be available to assist you. 24 hours a day, 7 days a week.

In the event of an emergency, natural disaster or other uncontrollable event, Alliance Services will continue to provide service to you through our network from a location where phones and computers are functional. In the event of a disaster situation, Alliance Services will contact all healthcare professionals to obtain additional availability for deployment to client facilities as needed. A copy of our Emergency Management Plan is available upon request.

## **22 Scheduling**

Only "active" employees are eligible to be scheduled and confirmed for shifts. An active employee is defined as an employee with 100% compliant credentials/requirements and no unresolved incidents. To maintain Joint Commission Certification status, it is the policy of Alliance Services that **all credentials must be completed 7 days prior to expiration date**.

### **22.1 Availability & Schedules**

- All availability should be submitted in documented form to the office by email to the email of the Staffing Specialists you are working with (see page 2 of this handbook). It is recommended that availability be sent in as early as possible the month prior, so that there is sufficient time for scheduling and communication from the facility.
- If for any reason your submitted availability changes at any time, you are required to immediately notify our Staffing Specialists of the change.
- Staffing Specialists will contact you in real time as shifts are confirmed with facilities. Confirmed shifts will appear on employees' calendars in the Workforce Portal. If something on your schedule in the Workforce Portal is unexpected or incorrect, contact the Staffing Specialist you are in contact with immediately for clarifications and for after-hours issues, please contact on-call at 262-677-2180.

### **22.2 Cancellations/Late Arrivals/Early Departures/Self Scheduling**

- Being booked and confirmed for shifts is commitment as a healthcare provider to care for patients. Your attendance directly affects a facility's ability to care for patients. Additionally, being confirmed for a shift is a commitment that you will arrive on time, provide excellent patient care and display outstanding professionalism while on duty as a representative of Alliance Services. When offering your availability to be booked for shifts, please be prepared to honor all shifts that Alliance Services is able to confirm on your behalf. Once you have been booked and confirmed for a shift and the shift appears on your calendar in the Workforce Portal, **we do not accept cancellations** with the exception of medical emergencies for yourself or your child. All call outs require verifiable documentation to be considered excused from disciplinary action.



- **Confirmed schedule change requests:** If there is a shift that you have been confirmed for and you'd like us to attempt to find coverage for you, you must communicate with an Alliance Services staff member who will attempt to find a replacement for the shift. If we are unable to find a replacement, you are required to honor your original commitment to work the shift. Failure to do so can/will result in progressive disciplinary action: verbal warning, written warning termination. Three cancellations (call outs for non-emergency issues) may result in termination.
- All contact must go through the Alliance Services staffing department by calling 262-677-2180 **24 hours a day/7 days a week**. **Alliance Services' employees are prohibited from contacting our client facilities directly**. In the unlikely event that a staff member is not available, an initial voicemail can be left. Additionally, an email should be sent to [staff@asi-wi.com](mailto:staff@asi-wi.com). A staff member is on-call 24 hours a day, 7 days per week, therefore, **continued efforts should be made to personally speak with an Alliance Services staff member until contact has been made to cancel a scheduled shift**.
- Booking shifts directly with the facility requires prior written permission from Alliance Services. If you have been authorized to book directly with a facility you must immediately notify Alliance Services in writing of the date(s) and time(s) that have been confirmed so that your schedule in the Workforce Portal can be updated accordingly.
- **Late arrivals:** Any time you are going to be late to a shift, you must contact Alliance Services at the earliest indication possible so that we can inform the facility of your accurate estimated arrival time. If the facility contacts Alliance Services to notify us that you have not arrived for your scheduled/confirmed shift and we have not heard from you to inform us that you are going to be late, disciplinary action will be taken.
- **Leaving a scheduled shift early:** Any time, for any reason that you are leaving a shift prior to the scheduled end time, you must contact Alliance Services for permission to do so. If we receive notification from the client that you left early or your time sheet has an end time earlier than what you were scheduled for and you were NOT given permission by an Alliance Services staff member, disciplinary action will be taken.
- Any instance of an employee calling after the start of a shift to cancel will be referred to as a "no show," and will immediately be placed on probation for a minimum of a 4-week period. Any further policy violations during the probation period will be considered an immediate "voluntary resignation."
- Any instance of "no call/no show" for a confirmed shift will serve as voluntary resignation from employment with Alliance Services. Medical Emergencies (documentation required) will not be considered as a "no call/no show."

## 22.3 Fees.

- **No Call/No Show Fee:** Employees are subject to a fee of \$200 for any "No Call/No Show" event. (No Call/No Show events are defined as follows: Employee does NOT arrive to a shift that appears on the employee's Workforce Portal calendar and does NOT call Alliance Services **prior to the start time** of the shift.). **NOTIFICATION:** Any pending pay with Alliance Services will be reduced to minimum wage to cover the no call/no show fee.
  - **Cancellation Fee 1:** Employees are subject to a fee of \$200 for any "Cancellation" event. (Cancellation events are defined as follows: Cancelling **AFTER THE START TIME** of a confirmed shift that appears on the employee's Workforce Portal calendar and not providing verifiable documentation of an emergency with 12 hours of call out.) **NOTIFICATION:** Any pending pay with Alliance Services will be reduced to minimum wage to cover the no call/no show fee.
  - **Cancellation Fee 2:** Employees are subject to a fee of \$100 for any "Cancellation without verifiable documentation" event. (Cancellation without verifiable documentation is defined as follows: Cancelling **BEFORE THE START TIME** of a confirmed shift that appears on the employee's Workforce Portal calendar and not providing verifiable documentation of an emergency within 12 hours of call out.) **NOTIFICATION:** Any pending pay with Alliance Services will be reduced to minimum wage to cover the no call/no show fee.
- Late arrival without calling Alliance: Employees are subject to a fee of \$50 the employees arrives **AFTER the confirmed start time** of any shift and **does not** notify Alliance Services of an accurate arrival time to the facility. **NOTIFICATION:** Any pending pay with Alliance Services will be reduced to minimum wage to cover the no call/no show fee.

(\*Please note: Fees may be waived depending on circumstances at the discretion of Alliance Services Management.)

## **22.4 Emergency on-Call Supervisor**

- Alliance Services has someone on-call at all times by calling 262-677-2180. However, please limit any after-hours calls to emergencies only, as all other matters can and will be attended to during normal business hours. You may leave a voicemail or email [staff@asi-wi.com](mailto:staff@asi-wi.com) for any and all non-emergency issues after hours, and your call will be returned during the next day.
- Emergencies include, but are not limited to:
  - Workplace Injury – please notify us as soon as possible as that we can aid in next steps. (See additional instructions under “Work related Injuries and/or Exposures,” Section 13 of this handbook.)
  - Shift confirmations/additions within 24 hours of shift start time.

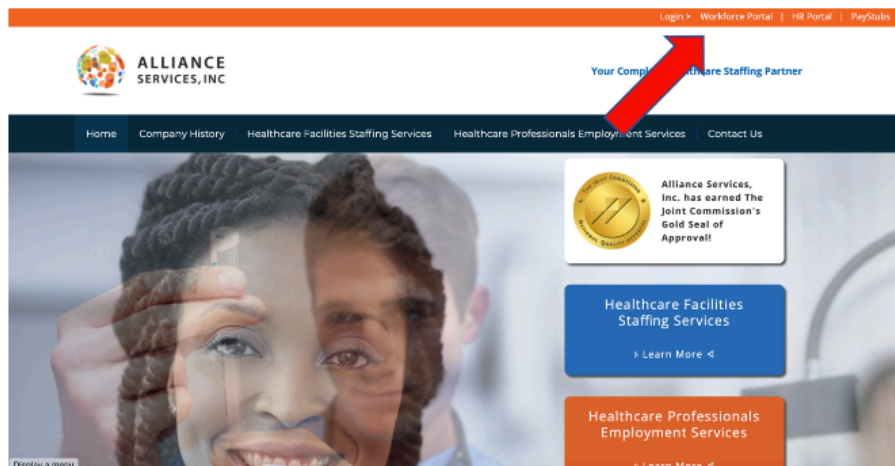
## **23 Payroll**

### **23.1 Employee Work Week / Compensation**

- The Alliance Services work-week starts on Sunday and ends the following Saturday.
- Employees will be paid on a weekly basis every Friday by direct deposit.
  - Direct deposit requires all employees to maintain a bank account. This is a condition of employment and should be proven upon hire.
  - Any changes to employee direct deposit, taxing information, or banking should be submitted in documentation to the office via fax or email. Changes may take effect on the subsequent pay period, depending upon time of submittal to Alliance Services.
- Alliance Services may cancel direct deposit for an employee and hold your paycheck at the office only if:
  - You have been terminated by Alliance Services or voluntarily resigned and have failed to return your facility badge and keys. Employee understands that facility security is a priority and a failure to return these items is a risk to its patients and staff.
- If Alliance Services agrees to mail an employee paycheck, employee understands that it may not be received by pay date. If employee retrieves paycheck from the office before pay date, employee understands that said paycheck is not redeemable until the pay date documented on that check.

### **23.2 Time Sheets**

- All employees are required to fill out an Alliance Services time sheet and have it signed at the conclusion of all shifts by a facility supervisor. All time sheets are to be uploaded to the Workforce Portal, which can be found on the top right of the Alliance Services website: [www.asi-wi.com](http://www.asi-wi.com)



- Time sheets must be filled out as specified below, signed by a supervisor **(including signature, printed name and title)** at the healthcare facility where you are working at the end of your shift and uploaded to the Workforce Portal at the end of your shift or at the end of your last shift for the week at that facility. Payroll closes for processing on Monday by 12:00 Noon. If your time sheet is not uploaded to the Workforce Portal by Noon on Monday, it will not be processed until the following pay cycle.
- You are required to keep your time sheet with you until you receive payment for the shifts listed on the time sheet. If your time sheet has not been uploaded to the Workforce Portal, we will notify you immediately via email and give you time to upload it.
- Your time sheet should have all of the following information filled out legibly and correctly to be considered for payment:
  - Full name and Professional Title
  - Facility name
  - Specific unit worked. If you are floated to another unit after reporting to work, this must be represented on your time sheet.
  - Exact time worked (start and end) in military format.
  - Minutes taken for lunch. (Example: 30) (Do not enter start or end time for lunch.)
  - If you did not receive a break, this section must be checked and initialed by a supervisor to be considered valid.
  - If you are an RN and served as a Charge Nurse during your shift, this section must be checked and initialed by a manager.
  - Every shift must be signed-off by the Charge Nurse or manager of the unit worked at the end of your shift, including signature, printed name and title.
  - Every time sheet must have your signature.

**\*PLEASE NOTE: All time sheets are verified with facilities. Fraudulent time cards will be prosecuted to the full extent of the law. Felony forgery and felony theft charges apply.**

## ***24 Employee Agreement***

Employee acknowledges and agrees that in consideration of receiving employment from Alliance Services to adhere to the following policies:

- Employee shall not seek or accept employment from any client of Alliance Services where assigned for at least 270 days after the last date of the assignment with client or its affiliates.
- Employee will immediately notify management at Alliance Services if client facility where employee is assigned offers employee direct employment.

## **25 Facility Procedures**

### **25.1 Reporting to Work**

- Report to the Charge Nurse of the unit immediately after your arrival to work to receive assignment. If you are a float pool employee, please also allow time before your shift starts to report to the appropriate staffing office to receive your unit assignment.
- Keep all possessions secured.
- **No cellular phones or electronic devices are allowed in patient-care units.**
- **Sleeping while on facility premises is not permitted (including breaks) and can result in immediate probation or dismissal by Alliance Services or the facility.**
- Never leave the unit without notifying the charge nurse.
- Never leave your patient assignment without assigning duties and giving hand-off report to relief staff.
- You are not permitted to have any reading materials, recreations, or any personal items anywhere near the units.
- As an agency employee, you may be floated where needed. When submitting your availability to Alliance Services, you may request that you not be scheduled on a unit. However, this does not guarantee that you will not be floated there during your shift.
- You have the right to refuse an assignment. However, this also makes you less marketable to the facility and they may decide that your services are no longer needed.

### **25.2 Attendance Policies of Healthcare Facility**

- Independent from the attendance policies of Alliance Services, the facility where you are working has its own absenteeism and tardiness policies.
- Employees are required to abide by all absenteeism and tardiness policies of the facility where they are working.
- Failure to abide by any facility absenteeism and/or tardiness policy is also a failure to follow the policies of Alliance Services.
- An employee may be disciplined and even terminated by Alliance Services for failure to follow a facility's absenteeism or tardiness policies.

### **25.3 Policies and Procedures of Facility**

- Employee is responsible for knowing and abiding by all facility policies independent of the policies and procedures maintained and upheld by Alliance Services. If an employee is dismissed by a facility for failure to abide by its policies and procedures, that dismissal will be considered a discharge for substantial fault connected with his/her work. The employee will be discharged by Alliance Services for substantial fault connected with his/her work.

## **26 Voluntary Resignation**

- Blatant disregard for stated policies and procedures will be regarded and accepted as voluntary resignation.
- Unprofessional emails or conversations with Alliance staff members or clients will be regarded and accepted as voluntary resignation. (Yelling, cursing, unprofessional remarks, etc.)



# ALLIANCE SERVICES, INC

## Employee Handbook Acknowledgement Form / Release Form

I acknowledge that I have received a copy of Alliance Services' Employee Handbook. I agree to read it thoroughly, including the statements in the foreword describing the purpose and effect of the Handbook. I agree that if there is any policy or provision in the Handbook that I do not understand, I will seek clarification from the staff at Alliance Services, Inc. I understand that if I have any questions and/or need clarification for items addressed in the handbook, it is my responsibility to contact the Alliance Services office to discuss.

I hereby authorize Alliance Services, to release any and all professional credentials, work verifications, criminal background check information and/or health information that have been acquired by Alliance Services, during my application process. I understand this information will be sent only to the clients where I will be working as an Alliance Services employee, for the purpose of assuring that all required credentials and regulatory documentation as required by contract are in place and current prior to and during my assignment.

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Employee Signature

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Date

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Printed Name