



**ALLIANCE  
SERVICES, INC**

## **Employee Handbook**

## 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.*

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## 1 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!***

## 2 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.

## 3 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.

#### **4 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>

## 5 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.

## 6 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 paid working hours.
- Personal phone calls on the unit during work time are prohibited, except in emergency situations.
- Assigned duties must be carried out in a timely, efficient manner as directed or delegated.

## 7 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.

### 7.1 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 midriff 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.

## 8 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.

Disciplinary actions will be administered in the following order: first infraction will result in a verbal warning; second infraction results in a written warning with the express communication that any further infractions may result in termination; third infraction will likely result in termination. As an example, the following types of infractions will 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 are grounds for immediate termination:

- Accepting an assignment and not reporting to work or not notifying us.
- Three (3) incidents of Do Not Report 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.

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

## **10 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.

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.

## **11 Resolution of Complaints (From Staff and Customers)**

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

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

All Alliance Services healthcare professionals and internal office staff are entitled to full and equal accommodations, advantages, facilities, privileges and services provided by the company.

Alliance Services accepts complaints from persons who believe that they have experienced a violation of their rights. The following guidelines shall be followed in resolving complaints.

- Complaints must be filed within 30 days of the alleged act.
- The complaint is the written document that describes the occurrence and why the person filing the complaint believes the action or incident was in violation of his/her rights.
- An individual seeking to file a complaint needs to contact 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 corporate office at (262)677-2180. A corporate representative will work with you to resolve your concern. Any individual that has a concern about the quality and safety of patient care delivered by Alliance Services' healthcare professionals, which has not been addressed by Alliance Services 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.

## **12 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.

### 13 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. An Injury Report Form needs to be completed by the employee as soon as possible after the injury. If the facility where you are assigned does not have an incident report form available, one can be found on the Employee Resources page of the Alliance Services website at: [www.asi-wi.com](http://www.asi-wi.com). The form should be returned as soon as possible after the incident to Alliance Services by faxing to 262-677-3822 or emailing to [staff@asi-wi.com](mailto:staff@asi-wi.com).

### 14 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.

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. An Alliance Services representative will explain required orientation to all 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).
- 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.

### 15 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.

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

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

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

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

[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.

## 17 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 immediately. 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.

## 18 Clinical Supervision

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

## 19 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. Our local 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.

## 20 Scheduling

### 20.1 Availability & Schedules

- All availability should be submitted in documented form to the office by email at [staff@asi-wi.com](mailto:staff@asi-wi.com) and/or with individual Staffing Professionals you are in contact with or by fax at 262-677-3822. 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.
- The office will contact you when your schedule is completed, or with instructions on who you should be in contact with at your facility to orchestrate your completed schedule. All finalized schedules should be submitted to the office.
- All availability in addition to your completed schedule should also be submitted to the office via email at [staff@asi-wi.com](mailto:staff@asi-wi.com) and/or individual Staffing Professionals you are in contact with or fax at 262-677-3822. It will in-turn be submitted to the facility for approval and booking. We will then contact you for confirmation.
- All schedule changes and availability changes should be communicated to the office as promptly as possible to avoid last minute cancellations and to prevent scheduling conflicts.

### 20.2 Cancellations

- If you are scheduled for a shift and you need to cancel, **for any reason**, please give the Alliance Services staffing department as much notice as possible but at minimum 8 hours of notice. Failure to do so can/will result in progressive disciplinary action: verbal warning, written warning termination. Three late cancellations (call outs) (less than 8 hours) in a 30-day period will result in termination. Medical emergencies (documentation required) will not be considered as a late call out.
- All contact, including cancellations, must go through the Alliance Services staffing department by calling 262-677-2180. 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.
- 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.”
- 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 4-week period. Any further policy violations during the probation period will be considered an immediate “voluntary resignation.”
- At no time should an Alliance Employee contact the facility directly. All contact must be directly with Alliance Services.

### 20.3 Emergency on-Call Supervisor

- Alliance Services will have 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 other issues after hours, and your call will be returned promptly at the open of business the next morning.
- Emergencies include, but are not limited to:
  - Workplace Injury – please notify us as soon as possible as that we can aid in next steps.
  - Shift confirmations/additions within 24 hours of shift start time.
  - Shift cancellations within 24 hours of the shift start time on the weekends, or within 12 hours of the start time during the week. Conditioned upon the following:
    - Please refrain from calling the on-call staff between the hours of 12am-5am if possible, unless you are injured at work during these hours. After-hours DAY shift cancellation should take place before 12am or as close to 5am as possible.
    - All weekday after-hours cancellation needs that pertain to EVE or NIGHT the following day can be attended to at the open of business the next morning.

## 21 Payroll

### 21.1 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.

### 21.2 Time Slips

- All employees are required to fill out an Alliance Services time slip, it must be emailed to [staff@asi-wi.com](mailto:staff@asi-wi.com) or faxed to the office at 262-677-3822 in a readable/acceptable format. Time slips must be filled out as specified below, signed by a supervisor at the healthcare facility (including signature, printed name and title) where you are working at the end of your shift and returned to the office no later than noon on Monday. Payroll is completed Monday by 12:00 Noon, so if your time slip is received after this time, it cannot be processed until the following week.
- You are required to keep your time slip with you until the end of the following Monday (after the Friday pay day). If there is any problem and your time slip is not received, we will notify you immediately and give you time to resend it. It is also advisable to call Alliance Services when you have submitted your time slip to confirm its receipt.
- Your time slip should have all of the following information filled out legibly and correctly to be considered for payment:
  - Full name and Professional Title
  - Facility name
  - Exact time worked (start and end) in military format.
  - Specific unit worked. If you are floated to another unit after reporting to work, this must be represented on your time slip.
  - 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 slip must have your signature.

## 22 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.

## 23 Facility Procedures

### 23.1 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 active duty is not permitted and can result in immediate 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.

### 23.2 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.

### 23.3 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.

## 24 Voluntary Resignation

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





# ALLIANCE SERVICES, INC

## Employee Handbook Acknowledgement 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.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name