

Staffing Partners, LLC

Medical

Employee

Handbook



Welcome!

On Behalf of your colleagues, we welcome you to Staffing Partners, LLC and wish you every success here.

We believe that each employee contributes directly to Staffing Partners, LLC growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook, for it will answer many questions about employment with Staffing Partners.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again welcome!

Sincerely,
Staffing Partners, LLC Staff

Staffing Partners, LLC

Mission, Vision and Values

Mission Statement

It is our mission to improve the health care provided at our client facilities by providing the highest quality, most reliable, and skilled staff, and is done in an honest, professional, efficient, cost-effective and accessible manner.

Vision and Values

Staffing Partners, LLC vision is to be the best medical staffing firm in Oregon. Staffing Partners, LLC will be recognized by employees, clients, physicians, patients and the community as hiring the best qualified staff, exceptional customer service for both the employees and customers, and competitive employee wages. Staffing Partners, LLC will attain this position by transforming the staffing experience through a culture of integrity, quality, reliability, and efficiency.

Table of Contents:

- I. Introductory Statement
- II. Field Employment Policies and Procedures
- III. Field Employment Requirements
- IV. Background Investigations
- V. Abuse Definitions
- VI. Code of Ethics
- VII. Cultural Competency
- VIII. Patient's Rights
- IX. HIPPA Compliance – Protected Health Information
- X. Complaints Policy
- XI. Safety Rules
- XII. Early Return to Work Program
- XIII. Sexual Harassment Policy
- XIV. Employee Substance Abuse Policy
- XV. Written Policy Statement for Disruptive Behavior and Workplace Violence
- XVI. Cancellation Pay Policy
- XVII. Employee Acknowledgment
- XVIII. Staffing Partners' Organizational Chart
- XIX. Job Descriptions

I. Introductory Statement

This handbook is designed to acquaint you with Staffing Partners, LLC and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Staffing Partners, LLC to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As Staffing Partners, LLC continues to grow, the need may arise and Staffing Partners, LLC reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Employees will, of course, be notified of such changes to the handbook as they occur.

II. Field Employment Policy and Procedures

The success of Staffing Partners, LLC depends on the quality of people hired. Selecting the right candidate(s) is an essential strategy in building a high quality workplace. Additionally, providing a thorough orientation is key to ensuring high client satisfaction.

Policy: Staffing Partners will use the Field Employment Policy and Procedure to ensure quality field applicants are selected and oriented according to consistent standards. The purpose of the Policy and Procedure is to ensure Staffing Partners:

- Demonstrates continued development and maintenance of high standards for screening and hiring of field staff.
- Has a process in place that validates/verifies the authenticity of the credentials and work experience of the field staff.
- Has a defined recruitment and selection process which ensures field staff meets the minimum requirements (Job Description Qualifications, Skill Competencies, and Testing).
- Field Staff will only be assigned to areas which they have qualifications.

Procedure: The field employment process is divided into 5 stages:

- Screening
- Interviewing
- Testing
- Orientation
- Initial Assignment



It is important that all applicants have the necessary information to be eligible to work. The personnel Coordinator is responsible for ensuring that all applicants have completed all hiring steps and that employee files are complete before assigning to Initial Assignment.

III. Field Employment Requirements

The following is a list of minimum Staffing Partners requirements that must be met in order to work. State and/or Facility requirements may be higher and should be taken into consideration. The Field Employee Orientation/Audit Checklist is to be utilized during the hiring process to ensure that all paperwork and requirements have been completed.

- Job Application completed and signed
- Additional work history (as needed)
- Two completed positive references
- W-4
- Signed Acknowledgement of Job Description
- Signed Acknowledgement of Handbook
- Verification of License/Certification
- CPR/BLS
- ACLS (as required)
- PALS (as required)
- Clinical Competency Exams with minimum passing score of 80%
- Completed skills checklist(s)
- Insight Worldwide
- Alzheimer's Acknowledgement
- JCAHO Acknowledgement
- OSHA Acknowledgement
- Hep B and MMR Status/Declination
- Varicella Status/Declination
- Immunization Records/Declination
- TB Screening:
 - If history of positive PPD, statement of most recent negative chest X-Ray
 - TB Questionnaire
- Drug Testing results
- I-9 completed with copy of 2 government issued ID's
- E-Verify must have copy of photo ID
- OIG
- DHS Criminal Records Form completed
 - Probationary Status can work
 - No Probationary Status can't work

IV. Background Investigations

All candidates considered for employment must pass a DHS background Investigation, a 7 year criminal background investigation, OIG background, EPLS/GSA background,



and Sexual Predator background. Passing a background investigation does not guarantee employment from Staffing Partners. Furthermore, passing background investigations does not guarantee unrestricted access to Staffing Partners' clients. Based upon the results of your background investigation, restrictions may apply to your assignments and approved clients. As an applicant, you are allowed to appeal any result or decision made based upon your background investigation.

Possible Outcomes Definitions:

1. **Approved** – Based upon the background check, you approved for the position listed on the 301 form within Staffing Partners' application. An approval does not guarantee employment or placement.
2. **Approved with Restrictions** – Based on the background check, you are approved to work restricted to a specific client, client work site, or set of duties.
3. **Denial** – Based on the background check, you are denied. You may not hold the position listed on the application and 301 form and you must be terminated immediately. This decision may be appealed, but you may not hold the position during the appeal.
4. **Case Closed** – If you do not provide a complete and accurate disclosure of your criminal history or you do not cooperate with this background investigation process, your application may be closed without a fitness determination. There are *NO* appeal rights. If closed, the department will provide you further with information.

Abuse Checks:

Staffing Partners background will also cover abuse checks. Potentially disqualifying abuse includes the following:

- **For all subject individuals:** Adult Protective Services history of physical or sexual abuse or financial exploitation assessed on or after January 1, 2010 for which you were found to be responsible. Abuse information is provided by the Office of Investigation and Training and the Seniors and People with Disabilities Division based on severity.
- **In addition, for applicants associated with private licensed child caring agencies, child foster homes, or child adoptive homes:** Child protective services history held by the department, regardless of the dates of assessment or outcome, for which you were found responsible; and founded substantiated child protective services reports from states where you lived in the past 5 years.

If potentially disqualifying abuse is found, you will be contacted and asked to provide additional information. Due to its sensitive nature, the information you provide will not be disclosed to Staffing Partners and will remain confidential between you and the background investigation company.

Authority:

The DHS is authorized by law, to complete background checks on Staffing Partners employees who work, volunteer, or live with individuals who are vulnerable to abuse or mistreatment (ORS 181.534, 181.537, and 409.027; OAR 407-007-0200 to 407-007-



0370). Vulnerable individuals include children, senior citizens, and individuals with physical disabilities, developmental disabilities, or mental illness. A background check may be required even if you, Staffing Partners applicant, do not have contact with vulnerable individuals.

Sources Checked:

Your background check may pull records from the Driver and Motor Vehicle Services Division; Department of Corrections, Credit Reports, Oregon State Police, Federal Bureau of Investigation and local, state and federal courts. Sources may also use information from other criminal background agencies including criminal justice, corrections and law-enforcement agencies and other state and local government agencies. You may be requested to provide fingerprints for a national criminal records check.

Challenging Criminal Information:

If you want to obtain a copy of your record or challenge information in the record, please contact Staffing Partners to be given the appropriate contact information for the background source. Depending on your previous contacts with law enforcement and courts, you may need to contact several sources to find all you completed criminal records.

Rechecks:

This background check process may be repeated at any time while you work, reside, or otherwise continue in this position.

PLEASE KEEP THESE INSTRUCTIONS FOR YOUR RECORDS.

V. Abuse Definition

- A. Any physical injury to a patient of a healthcare facility which has been caused by other than accidental means. This includes injuries, which a reasonable and prudent person would have been able to prevent such as hitting, pinching or striking, or injury resulting from rough handling
- B. Verbal or mental abuse including humiliation, harassment, threats of punishment or deprivation directed toward the patient
- C. Sexual contact, including fondling, with a patient caused by an employee or other patient of a long term care facility by force, threat, duress or coercion, or sexual contact where the patient does not have the ability to consent.
- D. Illegal or improper use of a patient's resources for the personal profit or gain of another person; or borrowing patient funds; or spending patient funds for items or services from which the patient cannot benefit or appreciate.
- E. Failure to provide basic care or service, where failure results in physical harm or unreasonable discomfort or serious loss of human dignity
- F. Involuntary seclusion for convenience or discipline
- G. Corporal punishment

Policy:

1. Patient abuse is prohibited. This company will not aid, abet, or engage in any act detrimental to the health, safety, or welfare of the patients or in the abuse of patients.
2. The person observing suspected abuse will report it at once to his/her site supervisor and to Staffing Partners, LLC immediate reporting of suspected abuse will occur without regard to nights, weekends or holidays

VI. Code of Ethics

Staffing Partners, LLC believes that strong ethics and good business should go together naturally. We are committed to operating our company with integrity and in accordance with the highest ethical standards.

Our reputation is built upon the trust and confidence of all our stakeholders, and is an integral part of our vision to make Staffing Partners, LLC one of the very best staffing companies within our market.

This Code of Ethics sets out the principles and standards describing how we should work and behave. It applies to our owners, managers, account executives, coordinators, and temporary and contract personnel.

We must all uphold our responsibility to behave ethically and protect the reputation of our company. These principles lie at the heart of who we are, and nothing should ever compromise our commitment to honesty and integrity.

Responsibility for Compliance with the Code of Ethics

All owners, managers, account executives, coordinators, and temporary and contract personnel are responsible for abiding by this code of ethics. This includes responsibility for the failure to exercise proper supervision and the responsibility to report a violation by subordinates. Disciplinary action may, when appropriate, include dismissal.

The standards set out in the code of ethics are necessarily general and do not address each and every situation that may confront employees throughout our branches or assignments. Where appropriate, guidance should always be sought from management.

Health and Safety

We are all responsible for helping to maintain a safe and healthy working environment in line with local laws and regulations and in accordance with our internal standards.

Equal Opportunities

We recruit and promote individuals based solely on their suitability for the job without discriminating on the grounds of race, color, ethnic or national origin,



gender, sexual orientation, age, religion, marital status or disability unrelated to the role.

Harassment

We will not tolerate harassment of any employee by any person, for any reason.

The Environment

We are committed to preserving and protecting the environment and to economic growth and prosperity. These goals are not only consistent but mutually reinforcing. Protecting the environment is an investment in all our futures. We are also committed to constructive participation with all stakeholders in the ongoing process of sustainable growth.

Conflicts of Interest

We must always act in the best interests of Staffing Partners, LLC and avoid any personal preference or advantage. This includes situations where personal, family, or financial interests conflict with those of Staffing Partners, LLC, or where an employee holds an interest in an organization seeking to do business with Staffing Partners, LLC. If you encounter a potential conflict of interest you must disclose the details and stand back from any related decision-making process. In addition, you should avoid apparent conflicts of interest which occur where a reasonable observer might assume there is a conflict of interest and, therefore, a loss of objectivity in your dealings on behalf of Staffing Partners, LLC.

Relationships with Business Partners

It is in Staffing Partners, LLC best interests to establish mutually beneficial commercial relationships with our customers, suppliers, and staff. Offering or accepting gifts, entertainment or personal favors is only acceptable if their value is modest. You should not accept gifts, entertainment or favors which might place you under any obligation or which would reasonably be viewed as influencing business transactions. Any gift or hospitality of more than token value must be reported to senior management who will determine whether it can be accepted.

Fraud

We will not tolerate fraud of any description. You have an obligation to report any suspicious of fraud within your branch or from temporary or contract personnel.

Property, Assets and Resources

Staffing Partners, LLC resources must be protected and must not be used for personal gain. This includes tangible assets such as equipment and cash, in addition to intangible items such as intellectual property, computer systems, and confidential information. Information held within the Staffing Partners, LLC such as business plans, pricing, financial data, and personnel details remain the property of Staffing Partners, LLC and must not be disclosed outside our organization without prior permission.

Political Activity and Contributions



We are all free to take part personally in political activities in our own time. However, we must not create the impression that we represent Staffing Partners, LLC in these matters. In dealing with regulatory and public policy issues that affect the Staffing Partners, LLC or our clients, we do not make party political donations but deal with the government of the day on matters which concern the business.

Legal Compliance

We are committed to compliance with the laws and regulations of the industries we serve. In the unlikely event that a local law or regulation conflicts with the code of ethics, you should continue to comply with the law but you must report the circumstances of the conflict to your manager, account executive, or owners.

VII. Cultural Competency

Cultural Competency is achieved when the Healthcare professional employs a set of attitudes, behaviors, policies, and skills in order to provide care in a cross-cultural environment. It is reflective of the caregiver's ability to acquire and use knowledge of the clients preferred communication method, healthcare beliefs and practices, and cultural attitudes and values.

It is imperative to become conscious of one's own cultural attitudes in order to begin to learn and understand those of another culture. It is not an easy task to ask ourselves if we maintain negative stereotypes and prejudices that might keep us from treating every individual with the respect he or she deserves. However, it is necessary to be completely honest in order to understand the possible biases we may be harboring, either intentionally or unintentionally. By facing the positive and negative assumptions we may have made about those who are culturally different from us, we are then free to move forward to learn about and care for our patients with respect and understanding. It is difficult, if not impossible, to totally dismiss our deeply rooted assumptions regarding race, ethnicity, culture, age, social and language skills, economic status, gender, sexual orientation, and ability/disability. A conscientious Healthcare professional must first learn to recognize his/her own assumptions and prejudices and then ensure that these assumptions do not interfere with caring for the patient.

While it is important to recognize some of the cultural beliefs and practices of the population that you regularly serve, it is impossible to know everything about every culture with which you may come in contact. With today's mobile society, there is a real possibility of encountering persons from anywhere around the globe. Healthcare professionals must be prepared to care for a refugee from Bosnia with Post-traumatic Stress Disorder, an immigrant from China who speaks little or no English, or a Native American who has been using traditional medicine to treat an illness. One must also bear in mind that each patient comes from a unique background with his/her own individual history, beliefs, health status, and communication style, regardless of any similarities to a cultural group.



The healthcare professional must be careful not to stereotype any one person because of their cultural affiliation, but to treat each patient as an individual whose understanding and practices may have been influenced by his/her culture. In order to treat each patient with respect and sensitivity, the Healthcare professional must learn ways to discover which behaviors are acceptable to the patient and which are not, how best to communicate with the patient, and what roles the family or a significant other play. For example, in some Asian cultures, it is impolite to make eye contact with an elder or someone who is considered to be superior (such as a doctor). In some Middle Eastern cultures, the husband speaks for the wife and tells her any information given him by the Healthcare team. In either of these cases, it is important to take cues from the patient or family member and/or ask respectfully to whom you should speak. It is also important to be careful of body language and non-verbal hand signals, which may be interpreted differently than the way they were intended. Some Chinese, for example, smile when they are uncomfortable or discussing something sad. In other cultures, the widely used American “OK” sign can be highly offensive; for example, in Japan, it means money.

Again, take cues from your patient and be in tune to his/her body language and personal space. Be attentive to greetings (some cultures may bow instead of shaking hands) and touching. You may have found that while some patients are comforted by your touch, others may find it uncomfortable or disrespectful. Many people from the Middle East and Western Asia do not like to be touched on the head. Remember, cultural differences are not only found within populations from other countries, but exist within religious, sexual, and economic communities within the US. You must, for example, be sensitive to the efficacy of nutritional teaching within an impoverished rural population, where there is limited Healthcare access and a low level of education.

Some Considerations for Providing Culturally Competent Care

1. Language and Communication

For non-English speaking patients, using an interpreter is the best possible solution (if one is available). In such cases, it is important that he/she provide accurate, sensitive, two- way communication and is able to uncover any areas of uncertainty or discomfort. An interpreter should be knowledgeable in appropriate medical terminology and should not add his/her own opinions. It is inappropriate to have a family member serve as an interpreter because they may be too emotionally involved and may not have the technical knowledge to accurately convey the provider’s message. Also, some cultures prohibit the discussion of certain topics between parents, children, or members of the opposite sex. It is often “embarrassing” or simply disrespectful to discuss these matters. It is important to understand that unspoken language is just as important as verbal communication. As previously discussed, it is important to take cues from the patient. When in doubt, ask appropriate questions such as; “what would you like me to call you?” or “Is there a family member we should include or speak with?”



Respect the patient's personal space and refrain from using hand signals that may have a different meaning in that person's culture.

2. Level of Education

The level of education among members of the same cultural population can vary widely. The Healthcare professional must be careful not to make assumptions based on other members of a particular group who they may have encountered previously. The level of education may be different based on age, geographical location, necessity, or other beliefs. A patient's level of education will greatly influence the Healthcare provider's approach to assessment, treatment, and overall care.

3. Understanding the Causes of illness

Most people will accept treatment for health conditions based on their beliefs surrounding the cause of the condition. Some members of a society, but not all, may adhere to traditional health beliefs and practices. These beliefs and practices may be more common among those people who have had little or no exposure to "modern medicine." Immigrants who have been in this country for a long period of time may have experienced some of the health and medical practices used here and may mingle them with their traditional practices. Some patients may feel more comfortable if offered a combination of traditional practices and modern medicine. At the very least, patients should be offered treatments that do not conflict with their traditional beliefs. The following are some examples of traditional beliefs regarding the cause(s) of illness.

Because these are "traditional" beliefs and practices, it cannot necessarily be assumed that all members of a given culture subscribe to all of the beliefs or practices.

- In some Hispanic groups, it is believed that illness or disease is caused by an imbalance between hot and cold. In order to maintain good health, one must avoid exposure to extreme temperatures and consume appropriate foods and beverages. Examples of "cold" diseases include colic, menstrual cramps, and pneumonia. Examples of "hot" diseases/conditions would be pregnancy, diabetes, hypertension, and indigestion. The basis of treatment involves restoring balance, which is achieved by employing the appropriate "hot" or "cold" remedy. A "hot" disease is counterbalanced by a "cold" remedy and vice versa.
- Some Chinese believe that illness stems from their ancestors or a divine being, in retribution for the person's wrongdoings or negligent behavior. Other beliefs include illness being caused by cosmic disharmony as a result of the poor combination of birth year, month, day, and time. A disharmony may also arise due to poor Feng Shui, which relates to the proper placement of objects within a room or house or the orientation (direction) of the house or room itself.
- Individuals of Pacific Island origin believe in "mana," which describes the special life force or a special power that, when lost, can cause

illness. In order to restore an imbalance of mana and attain healing, one must analyze damaged relationships within one's self, extended family, ancestors, environment, or spirituality.

- The “evil eye” is recognized in many cultures as the cause of a variety of illnesses.

4. Treatments, Cures and Cultural Remedies for Illnesses and Injuries

The following are some examples of traditional belief regarding various traditional cures, treatments and remedies for illnesses and conditions. Again, it cannot be assumed that all members of a given society will subscribe to all of its practices

- Some members of the Middle Eastern culture are Muslims who, if devout, may pray five times a day beginning before sunrise and ending after sundown. They may also fast, taking no food or drink between sunrise and sunset during the holy month of Ramadan. This practice may conflict with taking medications (including injections).
- Some Native American/Alaskan Natives practice sacred ceremonies for healing. These ceremonies may include using plants and objects that are symbolic of the illness, the person, or the treatment and often rely on having “visions.” Chanting, prayer, sand painting, dancing, and herbs are parts of traditional Navajo medicine. Many Native American tribes cure a variety of physical and emotional ills by using a “sweat lodge.”
- Chinese medicine often combines Western medicine, dietary and supernatural healing along with traditional therapies such as acupuncture, acupressure, and herbs. Some Chinese patients fear disapproval by Western Healthcare professionals and fail to reveal the use of such traditional practices.
- In some Pacific Island cultures, it is believed that using a traditional food called “taro” is healthful because it holds great mana.
- Among some East African cultures, therapeutic burning maybe used to treat jaundice or abdominal problems that may have been caused by the evil eye. These Burns often seen on children are administered along the abdomen, wrists, elbows and ankles, and if not clearly understood and recognized, may be confused as being abuse injuries.
- Traditional folk remedies from many Hispanic countries include the use of herbs and foods, such as the use of garlic to treat hypertension and cough; stomach massage and tea to treat loss of appetite, stomach pain or diarrhea; chamomile tea for anxiety, colic, gas, and nausea; and peppermint to treat gas.
- Eastern Europeans eat honey and pollen to ensure longevity. Traditional healing approaches include treatments using teas, herbs, grasses, and ointments.
- In Cambodia, some people use the following techniques for healing a wide range of ailments. “Cupping” refers to placing a heated cup on the skin (usually the forehead or abdomen) to draw out the evil energy or air into the cup as it cools. This practice will leave some type of mark or scar. “Pinching” produces a contusion at the base of the nose, on the chest, neck or back, or between the eyes, where the skin has been squeezed

tightly between the thumb and forefinger. The rubbing of the side of a coin against the skin to cause striations or ecchymosis is called "coining." Sensitive investigation is necessary to prevent labeling these remedies as abuse.

- Practices involving pregnancy and childbirth:
 - The concept of the evil eye is a common part of the belief system of many African cultures. It is believed that by giving praise to a person, the evil eye can be either purposely or inadvertently directed to that person. The evil eye can then cause harm or illness. Somali women, for example, become fearful when comments are made regarding the beauty or size of their infants. They fear these compliments may bring on the evil eye, causing something bad to happen to their child. Somali mothers much prefer to hear that their child looks "healthy."
 - In 28 African countries, Female Genital Mutilation (FGM) is regularly practiced. This practice may cause a number of medical complications and many women who have experienced FGM do not want to speak about it.
 - Many Chinese women believe that they lose body heat giving birth and must replace it by eating hot soups for six weeks or more.
 - Hindus often feed a mixture of breast milk and cow's milk to their infants because cows are considered sacred.

5. The Role of Family, Friends, and Community

A patient may have certain beliefs and traditions when it comes to the people involved in their care and treatment while ill or hospitalized. It is important that the Healthcare professional is aware of the social structure within the patient's culture in order to accommodate for appropriate family and community support. For example, in South Asia, extended families traditionally live under one roof. These close family members may be needed at the bedside to show their support, and the patient may feel more comfortable with the family present and therefore recover more quickly.

Hispanic traditions are much the same, often relying on family members, godparents, and "compadres" (close friends) to consult with the patient regarding illness or injury, as well as to attend medical visits. Central Asians are very concerned with family honor and may not mention what they consider to be a disgraceful condition, such as a pregnancy out of wedlock, mental illness, or venereal disease. These conditions may go untreated if the caregiver is not a savvy interviewer. Culturally sensitive Healthcare professionals should also make allowances in their policies for family members being present and bringing important items including foods, recognizing that this support is necessary in the healing process.

6. The Role of a "Healer" or Spiritual Entity

Respecting the spiritual aspect of a patient's belief system is essential to the wellbeing of the patient. Take the time to ask the patient if his/her spiritual needs are being met and how you can assist in meeting those needs. Don't be afraid to



ask questions but do be careful not to show any personal judgment. An example of the spiritual traditions of the ill includes the Muslim tradition of days of prayers for a sick and dying member of the family. When the family is able to be present, a Muslim prayer leader, or Imam, is called in to be with the patient.

7. Death and Dying

Two activities common to all humans and thus, all cultures, are birth and death. What is not common is the concept of death itself and how a given culture may respond to it. Native Americans and some Buddhists believe that there is a co-existence between the dead and the living and that the dead have an influence over the wellbeing of the living. Hindus see death as part of a cycle where the person is re-born into a new identity. The Trukese of Micronesia believe that when a person reaches age 40, life is over and one must prepare for physical death from that point on. From age 40 onwards the person is considered to be “dead,” even though they are physically alive. Christians believe that at the time of death, a persons’ spirit leaves the body and is either rewarded in heaven or suffers in hell, depending on that person’s faithfulness or sinfulness while on earth. In other cultures, death is an abrupt and final disengagement from this life. In still other groups, talk of the deceased or even mentioning the person’s name may endanger the survivors’ lives or prevent the deceased from leaving the earth and achieving peace.

It is important to be aware of the many concepts of death because this will shape how a person behaves while alive. It will also determine how a person approaches Healthcare. It is necessary to be sensitive to others’ beliefs regarding death and dying in order to help patients and their families through the bereavement process. This is important even before death occurs. Muslims spend days in prayer prior to a person’s death. After the person dies, the family washes the body and buries it as soon as possible. In Islamic tradition, embalming and cremation are not allowed.

Patients and families must be allowed to grieve in their own unique way. Some cultures mourn their dead by shaving their heads, wearing white or black clothing, and may show their grief for a specific amount of time. Other cultures express their bereavement by dancing, drinking and, if they are in a certain position of kinship, marrying the widowed spouse. And, in yet other cultures, it is appropriate for the mourner(s) to wear certain clothing, perform rituals, and accept a new and different status in the society. These are all normal ways for people within a cultural group to understand and support each other following a death. What is considered “normal’ is based on the standards of the culture. An Egyptian mother deeply mourning the death of a child for seven years is normal if judged so by her society, while the same may be true for a Balinese person who seemingly “laughs off” a death because expressions of sorrow are forbidden in that culture. What is considered normal or abnormal grief may only be judged by the standards of the grieving person’s cultural group.

Applying your Cultural Knowledge in Practice

Once a Healthcare professional recognizes and understands his/her own cultural beliefs, it is easier to move forward in recognizing, accepting, and incorporating into healthcare, those beliefs and practices of another culture. The following is a useful tool that may be helpful to gain appropriate knowledge and effectively assess and treat a patient who is a member of another culture.

A framework for culturally competent clinical practice:

- **Explanation:** What do you think may be the reason you have this problem? What do friends, family, and others say about your symptoms? Do you know anyone else who has had or who now has this kind of problem? Have you heard about/read about/seen it on TV/radio/newspaper? (If patients cannot offer an explanation, ask what most concerns them about their problems.)
- **Treatments:** What kinds of medicines, home remedies, or other treatments have you tried? Is there anything you eat, drink, do or avoid on a regular basis to stay healthy? Tell me about it. What kind of treatment are you seeking from me?
- **Healers:** Have you sought any advice from alternate or folk healers, friends, or other people who are not doctors for help with your problems? Tell me about it.
- **Negotiate:** Try to find options that will be mutually acceptable to you and your patient and that incorporate the patient's beliefs, rather than contradicting them.
- **Intervention:** Determine an Intervention with your patient that may incorporate alternate treatments, spirituality, and healers as well as other cultural practices (e.g. foods eaten or avoided in general and/or when sick).
- **Collaboration:** Collaborate with the patient, family members, other Healthcare team members, healers, and community resources

Summary

It is extremely important to remember that there is not "one way" to treat any cultural group. It is imperative to develop a plan for individualizing healthcare based on a person's cultural heritage as well as his/her individual thoughts and beliefs. Through culturally sensitive care, the healthcare professional can provide an experience that is both comfortable and satisfying, while promoting optimal health for the patient.

VIII. Patient's Rights

Nursing Facilities / Hospitals: each patient or his/her representative, as appropriate, has a right to:

1. Be encouraged and assisted while in the facility to exercise rights as a citizen of the United States.
2. Be fully informed, orally and in writing in a language the patient understands, as evidenced by the patient's written acknowledgment, prior to or at the time of admission and during their stay, of these rights and all rules and regulations governing patient conduct and responsibilities.
3. Be free from verbal, sexual, mental and physical abuse, corporal punishment and involuntary seclusion. Chemical and physical restraints may only be used to ensure the physical safety of patient, restraints may not be used for discipline or convenience. Except as provided in OAR 411-86-140, restraints may only be used on the order of a physician.
4. Be transferred or discharged only in accordance with the Division's transfer/discharge rules.
5. Be encouraged, but not required, to perform activities for therapeutic purposed when identified in the patient's care plan.
6. Be fully informed, prior to or at the time of admission and during their stay, of services available in the facility, including Medicaid and Medicare certification status and the potential consequences thereof to the patient. The facility shall assist the patient to apply for Medicaid and Medicare benefits, by ensuring that the patient is able to contact the local Medicaid agency whenever a patient may be eligible.
7. Refuse any medication, treatment, care or any participation in experimental research unless the patient has been found legally incapable of doing so.
8. Not be reassigned to a new room within the facility without adequate preparation for the move in order to avoid harmful effects.
 - a. Involuntary reassignment of rooms shall only be made after reasonable advance notification (oral or written) and preparation. Unless there is clear and adequate written justification for a shorter time frame, "reasonable advance notification" shall mean no less than 14 days.
 - b. Patients shall not be involuntarily reassigned rooms within the facility if such reassignment would have a significant adverse impact on the patient's medical or psychological status.
 - c. Moving patients on the basis of source of payment is not just cause for interfaculty transfer.
 - d. Patients and significant others shall receive prior notice of any move and , effective October 1, 1990, or in the event of delay of the federal requirement, effective the actual federal implementation date, and change in roommate assignment.



9. Be treated with consideration, respect and dignity and assured complete privacy during treatment and when receiving personal care.
10. Voice grievances and suggest changes in policies and services to either staff or outside representatives without fear or restraint, interference, coercion, discrimination, or reprisal. The facility shall listen to and act promptly upon grievances and recommendations received from patients and family groups.
11. Associate and communicate privately with persons of patient's choice and to send and receive personal mail unopened. Effective October 1, 1990, or in the event of delay of the federal requirement, effective the actual federal implementation date, the patient shall have a right to regular access to the private use of a telephone.
12. Be provided with privacy for visits when requested, including privacy for meetings with other patients and family groups.
13. Have Clinical and personal records kept confidential. Copies of the records shall not be transferred outside of the facility unless the patient is transferred, or examination of records is required by the attending physician, the third party payment contractor, Senior and Disabled Services Division, Type B Area Agency on Aging, or the long Term Care Ombudsman. Nothing in this rule is intended to prevent patient from authorizing access to the patient's clinical and personal record.
14. Promptly inspect all records pertaining to the patient.
15. Purchase photocopies of records pertaining to the patient shall be promptly provided, but in no case require more than two business days, excluding Saturdays, Sundays and State holidays.
16. Participate in social, religious, and community activities at the discretion of the patient.
17. Keep and use personal clothing and possessions as space permits unless to do so infringes on other patient's rights. The patient shall be permitted to have a lockable storage space for personal property. Both the patient and facility management may have keys.
18. Be free of retaliation. After the patient, or the patients' legal representative, has exercised rights provided by law or rule, neither the facility nor any person subject to supervision, direction, or control of the facility may retaliate by:
 - a. Increasing charges or decreasing service, rights or privileges.
 - b. Threatening to increase charges or decrease services, rights or privileges.
 - c. Taking or threatening any action to coerce or compel the patient to leave the facility.
 - d. Abusing harassing or threatening to abuse or harass patient

19. Not be required to sign any contract or agreement that purports to waive any patient's right, including the right to collect payment for lost or stolen articles.

Assisted Living Facilities: each patient or his/her representative, as appropriate, has a right to:

1. To be treated with dignity and respect
2. To be given informed choice and opportunity to select or refuse services and to accept responsibility from their actions
3. To exercise individual rights that do not infringe upon the rights or safety of others
4. To be free from neglect, financial exploitation, verbal, mental, physical, or sexual abuse
5. To receive services in a manner that protects privacy and dignity
6. To have access to his/her records. To have medical and other records kept confidential except as otherwise provided by law
7. To interact freely with others within their assisted living home and in the community
8. To be free from chemical and physical restraints
9. To manage personal financial affairs unless legally restricted
10. To have access to and participate in social activities
11. To be encouraged and assisted to exercise rights as a citizen
12. To voice grievances, be informed of grievance procedures, and suggest changes in policies and services to either staff or outside representatives without fear of retaliation
13. To have a homelike environment with safety enhancing systems
14. To be free of discrimination in regard to race, color, national origin, gender, sexual orientation or religion
15. To have proper notification if required to move out of the community, be required to move out only for reasons stated in OAR 411-056-020, Involuntary Move Out Criteria Service Division if requested

IX. HIPAA Compliance-Protected Health Information

Healthcare Practitioners have access to medical records and other information regarding patients of clients of Staffing Partners, LLC.

Healthcare Practitioners may use and disclose Protected Health Information only in accordance with such purpose and subject to the restrictions appearing below.

Healthcare Practitioners shall maintain the confidentiality of all Protected Health Information accordance with all applicable federal, state, and local laws and regulations, including the federal, state and local laws and regulations, including the Federal Health Insurance Portability and Accountability Act of 1996, 104 P.L.191, subtitle F, and regulations from time to time promulgated there under, 42 C.F.R & 164.500 et seq. ("HIPAA"), Without limiting the foregoing, Healthcare Practitioners agrees to maintain Protected Health Information as defined from time to time under HIPAA, which may be made



available to or received by Healthcare Practitioners pursuant to employment or otherwise in connection with the delivery of services hereunder, in accordance with the requirements of HIPAA. Healthcare Practitioners agree not to use or disclose Protected Health Information in a manner that would violate HIPAA. Further and without limitation, Healthcare Practitioners agree that they shall:

- a) Not use or further disclose Protected Health Information in a manner that would violate the requirements of applicable laws.
- b) Use appropriate safeguards to prevent use or disclosure of Protected Health Information.
- c) Report to Staffing Partners, LLC any use or disclosure of Protected Health Information not permitted by law or by this agreement of which it becomes aware.
- d) Ensure that any person or agent to whom it provides Protected Health Information agree to the same restrictions and conditions that apply to it with respect to such Protected Health Information.
- e) Comply with the elements of any compliance program established by Staffing Partners, LLC which applies to the use of or disclosures of Protected Health Information.
- f) In accordance with and to the extent required by HIPAA, (i) make available Protected Health Information to the subject patient;(ii) make available Protected Health Information for amendment and incorporate any amendments to Protected Health Information; and (iii) make available the information required to provide and accounting of disclosures of Protected Health Information to the subject patient.
- g) Makes it internal practices, books, and records relating to the use and disclosure of Protected Health Information available to the Secretary of the United States Department of Health and Human Services for purpose of determining Staffing Partners, LLC compliance with HIPAA.
- a) At termination of employment and after first consulting with Staffing Partners, LLC if feasible, return or destroy all Protected Health Information received from, or created by the order party and retain no copies of such Protect Health Information or , if such return or destruction is not permissible under law or the terms of this agreement or is not otherwise feasible, shall continue to maintain all Protected Health Information in accordance with the provision of this paragraph and shall limit further uses and disclosures to those purposes that make the return or destruction of the information infeasible.

Staffing Partners, LLC may terminate its agreement with Healthcare Practitioner at any time if it determines that the Healthcare Practitioner has violated a material term of this Paragraph.

I have read and fully understand the above and agree to be bound by each and every term and condition of this HIPAA Compliance-Protected Health Information Policy.

X. Complaints Policy

Policy Statement

Staffing Partners, LLC is committed to providing high quality service to our clients and employees. When problems arise, you are required to inform Staffing Partners, LLC. We believe if a client or employee wishes to make a complaint or voice a concern, it should be easy to do so. Our complaint policy welcomes open communication and is looked upon as an opportunity to learn, adapt, improve, and provide better services to our employees and our clients. This policy is intended to ensure that complaints are dealt with properly, and all complaints or comments by clients and employees are taken seriously. The policy is not designed to apportion blame, to consider the possibility of negligence, or to provide compensation.

Staffing Partners, LLC believes that failure to listen to, or acknowledge complaints, will lead to an aggravation of problems and dissatisfaction with clients and employees. Staffing Partners, LLC supports the concept that most

complaints, if dealt with early, openly, and honestly, can be sorted between parties.

Aim

Staffing Partners, LLC aim is to ensure that its complaints procedure is properly and effectively implemented, and that clients and employees feel confident that complaints and worries are listened to and acted upon promptly and fairly.

Goals

The complaint processing goals of Staffing Partners, LLC is to ensure:

- Clients and employees are aware of the complaint process, and that Staffing Partners, LLC provides easy to use opportunities to register complaints.
- A named person will be responsible for the administration of the procedure.
- Every written complaint is acknowledge within two working days
- Investigations into written complaints are held within 28 days
- Complaints are dealt with promptly, fairly and sensitively with due regard to the confidentiality to both client and employee.

The named complaints manager, with responsibility for following through with complaints, are Kim Hudson, Michael Lowe, Michael Reed, or Bryan Purdin.

Complaints Procedure

Verbal Complaints

- All oral complaints, no matter how seemingly unimportant, should be taken seriously.
- Any Staffing Partners, LLC branch receiving an oral complaint, will seek to resolve the problem immediately if possible.
- If Staffing Partners, LLC branch cannot resolve the problem, the complaint will be submitted to Staffing Partners, LLC management team.
- All contact with the complainant will be polite, courteous, and sympathetic.
- At all times Staffing Partners, LLC employee will remain calm and respectful.
- Staffing Partners, LLC branch will not initially comment, rationalize, or blame other parties involved until complaint investigation is complete.
- After discussing the complaint with all parties involved, Staffing Partners, LLC will suggest a course of action to resolve the complaint. If this course of action is acceptable then, the member of staff will clarify the agreement with the complainant in an agreed upon way, in which the results of the complaint will be communicated to the complainant (ie through another meeting or by letter).
- If the suggested plan of action is not acceptable to the complainant, Staffing Partners, LLC will require the complaint in writing to Staffing Partners, LLC, and in return, given a copy of the complainant a copy of their signed complaints procedure and our complaints form for completion.

- In both cases, details of the complaints will be recorded on the official complaints form and submitted to the Staffing Partners, LLC management team.

Written Complaints

- When a written complaint is received, it will be processed to the named complaints manager, who will in turn, record in the complaints log. The complaints manager will be the named person who deals with the complaint through the process.
- If necessary, further details should be obtained from the complainant. If the complaint is not made by the client or employee, but on the client or employee behalf, then consent of the client or employee preferably in writing, must be obtained from the complainant.
- A letter detailing the procedure should be forwarded to the complainant.
- Immediately on receipt of the complaint, Staffing Partners, LLC will launch an investigation and within 28 days will be in position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.
- If the issues are too complex to complete the investigation within 28 days, the complainant should be informed of any delays.
- If a meeting is arranged, the complainant will be advised, if they wish, to bring a friend or relative or representative.
- At the meeting, a detailed explanation of the results of the investigation will be given and also an apology if it is deemed appropriate (apologizing for what happen need not be an admission of liability).
- Such a meeting gives Staffing Partners, LLC the opportunity to show the complainant that the matter has been taken seriously and has been thoroughly investigated.
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation will documented and entered into employee's personnel file.
- The outcome of the investigation and meeting will be recorded on appropriate documentation and any shortcomings of Staffing Partners, LLC procedures will be identified and acted upon.
- Staffing Partners, LLC will discuss complaints and their outcomes at a formal business meeting and Staffing Partners, LLC complaints.

*If complainant is still not satisfied, please contact **Michael Reed** at 503-644-1945 or Staffing Partners, LLC corporate office at 541-345-9675.*

Joint-Commission Notification:

Staffing Partners, LLC is a proud member of the Joint-Commission. To help ensure the level of quality and patient safety, the Joint-Commission expedites the complaint with the following contact and complaint procedure:

1. To report quality and safety of patient care, please notify Staffing Partners, LLC at 503-626-2068. In the event you feel that we are not resolving your patients



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PARTNERS, LLC



concerns, you may also contact the Joint Commission by going to their website at <http://www.jointcommission.org> or you may call the Joint Commission at 1-800-994-6610

2. Additionally, in the event that you report any patient safety and quality concerns, your conversation can be anonymous without any punitive or disciplinary action upon you.

Staffing Partners, LLC Complaint Form

Name of Complainant: _____ Date: _____

Complainant Address:

Complainant Phone Number (s):

Date(s) and/or location(s) of complaint:

Name of Individual(s) involved in complaint:

Details of complaint:

Supervisor Receiving Report: _____

Received by:

In Person

Mail

Telephone

Reviewed by: _____ Date: _____

Reviewer Comment:

XI. Safety Rules

Compliance with these safety rules is a condition of your employment. Reading and understanding these safety rules can prevent an accident or on-the-job injury. If you have any questions on these or other safety rules, please ask for clarification. Our goal is for you to never have an accident or injury. Please be safe.

1. Report any accident, injury, or property damage to your supervisor immediately
2. Report any hazardous working conditions or actions to your supervisor immediately
3. Obey all Staffing Partners, LLC and client safety Rules while on the job
4. Familiarize yourself with client policies and procedures for emergencies, including alarms, signals, routes, and meeting areas for evacuations
5. Know where exit doors, fire extinguishers, first aid kits, and other safety devices are located
6. Obey all hazard signs, safety tags, and traffic signs while on the job
7. Do not operate any vehicle without a properly functioning safety belt
8. Horseplay is prohibited at all times. Never engage in any activity that could result in injury to yourself or others
9. The consumption of illegal drugs and/or alcoholic beverages is not permitted on the job. Any employee discovered under the influence of alcohol or drugs with not be permitted to work
10. Do not move or treat an injured person unless there exists the hazard of falling objects
11. Required PPE and proper clothing must be worn at all times
12. Learn safe work practices. You should not perform any task unless you are trained to do so and are aware of the hazards associated with that task
13. Request assistance or use of a mechanical device when lifting, carrying, or moving heavy objects. (Prevent overexertion, strains, sprains, and back injuries.)
14. Never remove or bypass safety devices as required by OSHA rules and regulations
15. If a safety device is not working properly, notify your supervisor immediately
16. Maintain good housekeeping in you work area, including floor space, aisles, walkways, and exits
17. Do not reach into any machinery. If machinery is not functioning properly, inform your supervisor immediately, and secure any power source before maintenance
18. No chemical is to be used or handled if you are not familiar with its proper use, hazards, and safe guards
19. Actively support and participate in Staffing Partners, LLC and client's effort to provide a safety and health program
20. Always perform your assigned task in a safe and proper manner; do not take shortcuts. Shortcuts and ignoring safety rules are the leading cause of on-the-job accidents and injuries.

I certify that I have read, understand, and will abide by the above listed safety rules. Failure to do so may be grounds for termination and may disqualify my insurance benefits.

XII. Early Return to Work Program

Employee Responsibilities Regarding On-the-Job Injuries:



1. Under the Early Return to Program, the employee is responsible to report on-the-job-injuries and illness immediately (at least within 8 hours) to Staffing Partners, LLC. Failure to do so could affect the employee's Workers' Compensation benefits.
2. The employee agrees to make every reasonable effort to return to the workplace as soon as possible. The employee who seeks medical treatment for an on-the-job injury or illness must the attending physician aware of our company's transitional modified work program
3. If the attending physician removes the employee from work, the employee must notify Staffing Partners, LLC immediately. If the employee seeks medical treatment for an on-job-injury over the weekend, **call 1-800-294-9675 immediately**. The employee will be required to complete the necessary injury reports, take an on-the job injury drug screen, and be required to take the Work Release Evaluation to the physician for completion
4. The employee needs to contact Staffing Partners, LLC each Monday while off work to facilitate our company's ability to identify transitional work assignments when medically appropriate
5. When the employee receives the completed Work Release Evaluation or any other acceptable return-to work release from the attending physician, the employee must bring the written release to Staffing Partners, LLC immediately and no later than before the next regular shift. The return-to-work release must clearly identify any work restrictions (a release stating "no heavy lifting" or "light duty only" , for example, is not acceptable). A specific return-to-work release will enable our company to locate appropriate work assignments, if necessary, and as quickly as possible for the employee
6. Any employee being treated for on-the-job injury must provide updated medical information after each visit. This information is to be given to Staffing Partners, LLC. Any employee failing to provide medical reports from their attending physician may be given a reprimand up to and including termination of employment. An employee attempting to return to work without an appropriate written physician's release will not be allowed to work until such a release is obtained
7. If the attending physician removes you from work, it is your responsibility to supply Staffing Partners, LLC with your current telephone number, a message telephone number, and your current address. You must notify a Staffing Partners, LLC within three (3) days of any changes to this information

I have read the above responsibilities sheet. I have been given an opportunity to ask questions about my responsibilities. I agree to follow all of these responsibilities and understand that failure to do so may result in termination of, or may adversely affect my compensation benefits. I have been given a copy of this document

XIII. Sexual Harassment Policy

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

Staffing Partners, LLC provides ongoing sexual harassment training to ensure



you the opportunity to work in an environment free of 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.
- 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, 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: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness any sexual or other unlawful harassment in the workplace, you must 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 Staffing Partners, LLC Office or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

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

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Staffing Partners, LLC Office or any member of management so it can be investigated in a timely and



STAFFING
PARTNERS, LLC



confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Staffing Partners, LLC Sexual Harassment Complaint Form

Name of Complainant: _____ Date: _____

Complainant Address:

Complainant Phone Number (s):

Name of Individual(s) engaged in alleged harassment:

Complainant relationship to individual(s)

Supervisor

Co-Worker

Other _____

Please describe the specific act(s) alleged:

Location(s) of alleged incident:

Date(s) and approximate time(s):

Name of Witnesses (if any):

Signature

Date

XIV. Employee Substance Abuse Policy

The policy of Staffing Partners, LLC is to maintain a drug and alcohol free work environment that is safe and productive for our employees and others having business with Staffing Partners, LLC. To meet these objectives, the following policy has been adopted.

The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug and/or the misuse of legal drugs while on Staffing Partners, LLC or our clients premises or while performing services for Staffing Partners, LLC or our clients is strictly prohibited. Staffing Partners, LLC also prohibits reporting to work or performing services while impaired by the use of alcohol while on duty.

In order to ensure compliance with this policy, substance abuse screening may be conducted in the following situations:

1. Pre-Employment: As may be required/requested by Staffing Partners, LLC or our client.
2. For Cause: Upon reasonable cause to believe that a substance abuse problem may exist, testing may be conducted.
3. Random: Unannounced random selection of employees may be performed.
4. Post Accident: Any employee involved in an accident or injury while performing services for Staffing Partners, LLC or our client that results in property damage or bodily injury requiring medical treatment will be required to submit to a substance abuse screening.

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse screening will be subject to termination.

Notwithstanding any provision herein, this policy will be enforced at all times in accordance with applicable State law.

XV. Written Policy Statement for Disruptive Behaviors and Workplace Violence

It is Staffing Partners, LLC policy to promote a safe environment for its employees. The company is committed to working with its employees to maintain a work environment free from violence, threats of violence, harassment, intimidation, and other disruptive behavior. While this kind of conduct is not pervasive in the health care industry, no client site is immune. Every client site has the potential to be affected by disruptive behavior at one time or another.

Violence, threats, harassment, intimidation and other disruptive behavior at any client site will not be tolerated. All reports of incidents will be taken seriously and will be dealt with appropriately. Such behavior can include verbal or written statements, gestures, or expressions that communicate a direct threat of physical harm. Individuals who commit such acts may be removed from the client site and may be subject to disciplinary action, criminal penalties, or both up to and including immediate discharge.

We need your cooperation to implement this policy effectively and maintain a safe working environment. Do not ignore violent, threatening, harassing, intimidating, or other disruptive behavior. If you observe or experience such behavior by anyone at the client site, whether he or she is an employee or not, report it immediately to your site supervisor and the director of Staffing Partners, LLC. The director of Staffing Partners, LLC will investigate the incident and initiate appropriate action.

Please note: Threats or assaults that require immediate attention by security or police should first be reported to security at the client site or to the police at 911.

I will support all efforts made by Staffing Partners, LLC in dealing with violent, threatening, harassing, intimidating, or other disruptive behavior in our workplace and understand that noncompliance with the company's workplace violence policy will result in disciplinary action which may include termination.

XVI. Cancellation Pay Policy

From time to time it is necessary for clients to cancel staffing orders with Staffing Partners, LLC. Any facility may cancel up to 2 hours prior to the start time of a scheduled shift. We recommend that you be available for us to contact up to 2 hours prior to the start of your schedule shift. If you cannot be reached to verify a canceled shift, and show up for that shift, show up time will not be paid. If the facility cancels you, after you show up for the scheduled shift, contact Staffing Partners, LLC office or on-call staffing coordinator immediately. We will try to find another shift for you to work. If another shift is not available for you to work, you may receive cancellation pay.

Cancellation/Orientation Pay Rates

Please note that cancellation pay is not guaranteed.

1. In the event of a shift cancellation, **FACILITY** shall notify Staffing Partners, LLC at least two (2) hours in advance. Should **FACILITY** fail to notify Staffing Partners, LLC of cancellation at least two (2) hours in advance, **FACILITY** may pay Staffing Partners, LLC four (4) hours at regular designated rate.
2. In the event of a shift cancellation, Staffing Partners, LLC shall notify field staff employee at least two (2) hours in advance. Should Staffing Partners,

LLC fail to notify field staff employee of a cancellation at least two (2) hours in advance, Staffing Partners, LLC may pay field staff employee for two (2) hours at the regular designated rate.

There will be no cancellation pay under the following circumstances:

1. Staffing Partners, LLC. Is able to reach the employee prior to the employee arriving at the client site, notwithstanding if the call is inside the cancellation period.
2. The employee fails to obtain a signed timecard documenting the “cancellation” She/he must **SHOW UP** for the assignment and obtain a signed timecard indicating the cancellation.
3. The employee has cancelled a shift with less than six (6) hours notice during the previous four (4) weeks.
4. The employee is unwilling to accept an alternate assignment for which she/he is qualified
5. Staffing Partners, LLC. And/or the client has **NO** records of any assignment for the allegedly cancelled shift.
6. The employee has received cancellation pay with the past eight (8) days. (Clearly repeated cancellations mandate that the employee check with the Staffing Partners, LLC office prior to leaving for work to ascertain the validity of the shift.)
7. Staffing Partners, LLC. Is unable to reach the employee because of her/his inaccessibility. (It is the employee’s responsibility to check with the office prior to an assignment.)

XVII. Employee Acknowledgement

The employee handbook describes important information about Staffing Partners, LLC, and I understand that I should consult the Staffing Partners, LLC Office regarding any questions not answered in the handbook.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Chief Executive Officer of Staffing Partners, LLC has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Policies and Procedures

1. I understand that I am to complete any job assignment I accept. If I do not complete the assignment, Staffing Partners, LLC can assume that I have voluntarily quit.
2. I understand that I am an employee of Staffing Partners, LLC, I and or Staffing Partners, LLC can terminate my employment. When an assignment ends, I must report to a Staffing Partners, LLC office for my next job assignment. Failure to do so or to accept my next job assignment will indicate that I have voluntarily quit and will not be eligible for unemployment benefits.
3. Staffing Partners, LLC has a very strict “NO DRUG POLICY”, and I have signed a consent form to submit to testing. I understand that my failure to comply with this agreement will be grounds for my immediate termination.
4. Once I have accepted an assignment, I am responsible for my timecard. I understand that Staffing Partners, LLC will not recognize or pay for any hours worked by an employee without the timecard being signed by both the client and the employee.
5. If for any reason, I cannot make it to work, or will be late, I will contact Staffing Partners, LLC one hour prior to the start time. My failure to do so may be grounds for dismissal and/or indicate that I have voluntarily quit.
6. If I sustain an injury, or have an accident, while on the job, I will inform the client and Staffing Partners, LLC immediately after the incident.
7. I understand and will comply with Staffing Partners, LLC safety rules and regulations and hazardous communication program explained to me in the safety orientation.
8. Staffing Partners, LLC pays its employees once a week. Our pay period starts on Sunday and ends on Saturday. My check will be ready after 11am the Friday following the week worked.
9. I understand that in order to be paid in a timely manner, timecards must be turned in no later than **9am on Wednesday** following the week worked. Any late timecards will not be paid until the next payroll week.
10. I understand that I am to wear my Staffing Partners, LLC.ID badge at all times while working, and if it is not available I will have a government issued picture ID on my persons as proof of my identity.



11. We take a number of steps to ensure that customer information is adequately safeguarded. These steps include the following: 1) implementing a number of physical and electronic security features to prevent unauthorized access; 2) limiting employee access to customer information; and 3) conducting periodic reviews of our computer systems, including security features. Additionally, our employees are required to acknowledge their responsibility to maintain the confidentiality of customer information.

12. I have read and fully understand the above statements regarding Staffing Partners, LLC policies and procedures and agree to the same. I understand that failure to comply with these policies and procedures could lead to my termination and may jeopardize my insurance benefits.

XVIII. Staffing Partners, LLC. Organizational Chart

Michael Reed
Partner/President

Patty Edwards
Partner

Pam Reed
Partner

Beaverton

Bend

Eugene

Light Industrial

Medical

Light Industrial

Medical

Light Industrial

Medical

Bryan Purdin
Account Executive

Dianne Westmoreland
Account Executive

Joe Miles
Account Executive

Michael Lowe
Account Executive

Serena Paredes
Account Executive

Kimberly Hudson
Personnel Coord.

Patty Edwards
Account Executive

Millie Parks
Bookkeeper

Dan Reed
Payroll

Katie Horne
Accounting Clerk

XIX. Job Descriptions

A. Registered Nurse

GENERAL SUMMARY OF DUTIES: To supervise and direct daily nursing activities and care as prescribe by the physician and in accordance with accepted standards of nurse practice and regulation. To promote a positive physical and psychosocial environment for the residents.

Minimum Qualifications:

1. Must be a Registered Nurse and in good standing with the State.
2. 1 year on the job experience
3. TB skin test
4. CPR card
5. Hepatitis B vaccination, titer, or declination
6. MMR vaccination, titer, or declination
7. Varicella vaccination or titer
8. Statement of Good Health (current within 12 months)
9. Must be able to read written direction, comprehend verbal instructions, and write at a level necessary to accomplish the job
10. Must be capable of performing the Essential Functions of this job, with or without reasonable accommodation.

Physical Requirements:

1. Visual and auditory acuity within normal limits
2. Fine hand coordination
3. Frequent Standing
4. Walking and transporting of residents
5. Bending and kneeling
6. Reaching
7. Grasping
8. Pushing and pulling wheelchairs and other equipment
9. Lifting Residents (70-290 lbs) with assistance as indicated
10. Move residents in bed(40 lbs), up in bed(60 lbs)
11. Chair to standing(60 lbs)
12. Ability to communicate with residents and personnel
13. Read and write
14. Remain calm under stress

Essential Functions:

1. Supervise nonprofessional staff in the daily delivery of resident care.
2. Schedule job assignments and develop nursing unit priorities.
3. Assist in obtaining substitutes for staff absences.

4. Monitor work assignments. Provide feedback, evaluate performance, and redirect as needed. Inform RCM or DNS of pertinent problems.
5. Communicate policies, assist, and coach.
6. Complete quality care audits, as needed.
7. Ensure strict adherence to procedures regarding hazardous chemicals.
8. Ensure that equipment and work areas are clean, safe, and orderly.
9. Ensure strict adherence to facility fire safety and infection control practices.
10. Greet residents, visitors, and staff courteously. Respect dignity and confidentiality standards and promote residents rights.
11. Prepare or assist with new admissions, transfers, and discharges.
12. Provide direct resident care when needed, as determined by resident condition and available staff.
13. Complete treatments and procedures, as ordered by the physician, and within scope of practice and related training.
14. Observe resident condition. Report changes to physician and RCM.
15. Evaluate and record resident's need and response to PRN medications. Administer medications as ordered by the physician. Direct medication aide accordingly.
16. Administer schedule medications when medication aide is student or in training.
17. Monitor resident skin condition. Report changes or new problems to physician and RCM.
18. Monitor residents on alert status. Report changes to physician and RCM.
19. Notify RCM of any unusual occurrences. Complete incident form and notify family and physician, as directed.
20. Supervise and monitor nutrition and hydration, including feeding, resident intake, replacements, nourishments, and weight variances.
21. Evaluate resident response to nursing interventions and alter care plan through ongoing assessment.
22. Transcribe and carry out physician orders.
23. Initiate and provide health information or teaching to residents and families, in accordance with the plan of care.
24. Document all pertinent information on interdisciplinary notes and 254 hour DNS report form.
25. Document medications administered, treatments, and procedures performed on appropriate records.
26. Sign, date, and perform all charting and record keeping in accordance with established policies and procedures.

Duties:

1. Assist in the development and revision of preliminary and comprehensive care plans.
2. Coordinate nursing care services with other departments or disciplines.
3. Order medications or equipment, as necessary, to carry out physician orders.
4. Report all incidents and accidents.
5. Assist others with lifting, as required.
6. Attend and participate in training, in-services, and staff meetings.
7. Perform related duties as requested.

B. Licensed Practical Nurse

GENERAL SUMMARY OF DUTIES: To supervise and direct daily nursing activities and care as prescribe by the physician and in accordance with accepted standards of nurse practice and regulation. To promote a positive physical and psychosocial environment for the residents.

Minimum Qualifications:

1. Must be a Licensed Practical Nurse and in good standing with the State.
2. 1 year on the job experience
3. TB skin test
4. CPR card
5. Hepatitis B vaccination, titer, or declination
6. MMR vaccination, titer, or declination
7. Varicella vaccination or titer
8. Statement of Good Health (current within 12 months)
9. Must be able to read written direction, comprehend verbal instructions, and write at a level necessary to accomplish the job
10. Must be capable of performing the Essential Functions of this job, with or without reasonable accommodation.

Physical Requirements:

1. Visual and auditory acuity within normal limits
2. Fine hand coordination
3. Frequent Standing
4. Walking and transporting of residents
5. Bending and kneeling
6. Reaching
7. Grasping

8. Pushing and pulling wheelchairs and other equipment
9. Lifting Residents (70-290 lbs) with assistance as indicated
10. Move residents in bed(40 lbs), up in bed(60 lbs)
11. Chair to standing(60 lbs)
12. Ability to communicate with residents and personnel
13. Read and write
14. Remain calm under stress

Essential Functions:

1. Supervise nonprofessional staff in the daily delivery of resident care.
2. Schedule job assignments and develop nursing unit priorities.
3. Assist in obtaining substitutes for staff absences.
4. Monitor work assignments. Provide feedback, evaluate performance, and redirect as needed. Inform RCM or DNS of pertinent problems.
5. Communicate policies, assist, and coach.
6. Complete quality care audits, as needed.
7. Ensure strict adherence to procedures regarding hazardous chemicals.
8. Ensure strict adherence to facility fire safety and infection control practices.
9. Greet residents, visitors, and staff courteously. Respect dignity and confidentiality standards and promote residents rights.
10. Prepare or assist with new admissions, transfers, and discharges.
11. Provide direct resident care when needed, as determined by resident condition and available staff.
12. Complete treatments and procedures, as ordered by the physician, and within scope of practice and related training.
13. Observe resident condition. Report changes to physician and RCM.
14. Evaluate and record resident's need and response to PRN medications. Administer medications as ordered by the physician. Direct medication aide accordingly.
15. Monitor resident skin condition. Report changes or new problems to physician and RCM.

16. Monitor residents on alert status. Report changes to physician and RCM.
17. Notify RCM of any unusual occurrences. Complete incident form and notify family and physician, as directed.
18. Transcribe and carry out physician orders.
19. Document all pertinent information on interdisciplinary notes and 254 hour DNS report form.
20. Document medications administered, treatments, and procedures performed on appropriate records.
21. Sign, date, and perform all charting and record keeping in accordance with established policies and procedures.

Duties:

1. Assist in the development and revision of preliminary and comprehensive care plans.
2. Coordinate nursing care services with other departments or disciplines.
3. Order medications or equipment, as necessary, to carry out physician orders.
4. Report all incidents and accidents.
5. Assist others with lifting, as required.
6. Attend and participate in training, in-services, and staff meetings.
7. Perform related duties as requested.

C. Certified Medication Aide

GENERAL SUMMARY OF DUTIES: To set up and administer medications under the direction and supervision of a licensed nurse.

Minimum Qualifications:

1. Must be a Certified Medication Aide and in good standing with the State.
2. 1 year on the job experience
3. TB skin test
4. CPR card
5. Hepatitis B vaccination, titer, or declination
6. MMR vaccination, titer, or declination
7. Varicella vaccination or titer

8. Statement of Good Health (current within 12 months)
9. Must be able to read written direction, comprehend verbal instructions, and write at a level necessary to accomplish the job
10. Must be capable of performing the Essential Functions of this job, with or without reasonable accommodation.

Physical Requirements:

1. Visual and auditory acuity within normal limits
2. Fine hand coordination
3. Frequent Standing
4. Walking and transporting of residents
5. Bending and kneeling
6. Reaching
7. Grasping
8. Pushing and pulling wheelchairs and other equipment
9. Lifting Residents (70-290 lbs) with assistance as indicated
10. Move residents in bed(40 lbs), up in bed(60 lbs)
11. Chair to standing(60 lbs)
12. Ability to communicate with residents and personnel
13. Read and write
14. Remain calm under stress

Essential Functions:

1. Administer routine non-inject able, oral, rectal, or topical medications, following accepted practices, as ordered by the physician.
2. Administer PRN medications as directed by the licensed nurse.
3. Complete simple treatments as directed by the charge nurse, in accordance with accepted practices.
4. Monitor vital signs prior to medication administration, as directed.
5. Maintain accurate medication and treatment records. Record medications or treatments administered or omitted on the resident's clinical record sheet. Record reason a medication was omitted or a PRN was given.
6. Record narcotics administered or received on the appropriate controlled drug count sheet.
7. Promptly report any medication errors made or noted. Complete appropriate forms.
8. Report changes in resident to condition to charge nurse
9. Report all incidents and accidents to charge nurse.
10. Perform task noted in the C.N.A job description, when assigned.
11. Assist with passing trays and feeding as time allows.
12. Pass nourishments or dietary supplements, as assigned.

13. Monitor intake and output, as directed.
14. Greet residents, visitors, and staff courteously. Respect dignity and confidentiality standards and promote resident rights.
15. Properly store medications and equipment
16. Follow facility fire safety and infection control practices.
17. Promptly report any unsafe conditions of equipment.

Duties:

1. Assist with admissions, discharges, and transfers as directed.
2. Complete medication reorders sheets, as assigned.
3. Leave medication cart clean and stocked with necessary supplies.
4. Straighten and clean medication room, as assigned.
5. Store medication deliveries away in designated areas.
6. Remove out-dated or discontinued medications from medication cart for return to pharmacy.
7. Attend and participate in training, in-services, and staff meetings.

D. Certified Nursing Assistant

GENERAL SUMMARY OF DUTIES: To assist in direct resident care under the supervision of the Licensed Nurse and to assist in maintaining a positive and psychosocial environment for the residents.

Minimum Qualifications:

1. Must be a Certified Nursing Assistant and in good standing with the State.
2. 1 year on the job experience
3. TB skin test
4. CPR card
5. Hepatitis B vaccination, titer, or declination
6. MMR vaccination, titer, or declination
7. Varicella vaccination or titer
8. Statement of Good Health (current within 12 months)
9. Must be able to read written direction, comprehend verbal instructions, and write at a level necessary to accomplish the job
10. Must be capable of performing the Essential Functions of this job, with or without reasonable accommodation.

Physical Requirements:

1. Visual and auditory acuity within normal limits

2. Fine hand coordination
3. Frequent Standing
4. Walking and transporting of residents
5. Bending and kneeling
6. Reaching
7. Grasping
8. Pushing and pulling wheelchairs and other equipment
9. Lifting Residents (70-290 lbs) with assistance as indicated
10. Move residents in bed(40 lbs), up in bed(60 lbs)
11. Chair to standing(60 lbs)
12. Ability to communicate with residents and personnel
13. Read and write
14. Remain calm under stress

Essential Functions:

1. Assist resident with direct resident care.
2. Perform or assist with ADL's, using care plans and flow sheets as a guide in the following.
 - i. Bathing and personal hygiene
 - ii. Dressing and undressing
 - iii. Oral hygiene
 - iv. Nail care
 - v. Shaving
 - vi. Incontinent care
 - vii. Toileting
 - viii. Changing of bed linens
 - ix. Positioning
3. Prepare residents for meals and snacks/nourishments. Assist residents in eating where needed, and record food intake.
4. Transfer residents to and from bed, chair and wheelchair.
5. Perform assigned restorative procedures.
 - i. Provide range of motion
 - ii. Assist with standing and ambulation
 - iii. Be encouraging and direct resident in self care of bowel and bladder programs as indicated
6. Transport residents as needed to activities of choice.
7. Report changes in resident condition to charge nurse.
8. Take vital signs as assigned.
9. Monitor intake and output accurately
10. Answer call lights promptly

11. Greet resident's visitors and staff courteously. Respect dignity and confidentiality standards and promote resident rights.
12. Follow facility fire safety and infection control practices.
13. Promptly report any unsafe conditions or equipment.

Duties:

1. Assist with admissions, discharges, and transfers as directed.
2. Report all incidents and accidents.
3. Coordinate personal care services with other departments and disciplines.
4. Assist others with lifting as required.

Table of Contents

EMPLOYMENT & POLICIES

- 01 Nature of Employment
- 02 Timecards/Paydays
- 03 Employment Termination
- 04 Personnel Data Changes
- 05 Employee Conduct and Work Rules
- 06 Drug and Alcohol Use
- 07 Sexual and Other Unlawful Harassment
- 08 Use of Equipment and Vehicles
- 09 Progressive Discipline

EMPLOYEE BENEFITS AND LAWS

- 10 Affordable Care Act
- 11 Oregon Sick Leave Law
- 12 Jury Duty
- 13 Family Medical Leave
- 14 Equal Opportunity Employment
- 15 Immigration Law Compliance
- 16 Disability Accommodation

INTRODUCTORY MESSAGE

On behalf of your colleagues, I welcome you to SP and wish you every success here.

This handbook is designed to acquaint you with SP and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by SP to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As SP continues to grow, the need may arise and SP reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Employees will, of course, be notified of such changes to the handbook as they occur.

01 Nature of Employment

Employment with SP is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, SP may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between SP and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at SP's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the chief executive officer of SP.

02 Timecards/Payday

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require SP to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. Employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime from multiple job assignments must be approved by SP. Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment. It is the employees' responsibility to sign their time card, have their supervisor sign the time card to certify the accuracy of all time recorded, and turn the time card into SP office. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

* The workweek is from 12:00 am Sunday to 11:59 pm Saturday.

* Timecards must be turned into our office by 5:00 pm Monday following the week worked in order to be paid that Friday.

* Late timecards will result in a delay of payment to the next Friday.

* Paychecks are available every Friday from 11:00 am to 5:00 pm. Some assignments pay bi-monthly.

* SP is not responsible for lost or stolen checks, including checks lost or stolen in the mail system. If lost or stolen, you will be charged a "stop payment" fee to re-issue a replacement check.

* Photo ID must be presented when picking up a paycheck. If you would like to authorize another person to pick up your check, you must complete and sign a release form in our SP office.

* Comp time for hours worked at a job-site is prohibited without prior consent from SP. If a job-site offers you to pay you "under the table," you must notify SP immediately.

* Our payroll department is unable to process incomplete or incorrect timecards. If timecards are not properly completed, you may not receive your paycheck on time. Here are 7 tips to help you receive your paycheck on time:

1. Clearly print your name and last four digits of your social security number.
2. Enter your time in, lunch breaks, and time out.
3. Enter the Saturday week ending date and the company name and job-site address.
4. Enter the total regular time for the week worked.
5. Get your supervisor's signature, then your signature.
6. If your construction job-site address changes, you must write in the new job-site address.
7. Any comments on timecards are welcomed.

CALLING IN AVAILABLE: Phone SP Monday through Friday from 7am to 9am when you are available for work. Employees who call in available are the first to be considered for job assignments. If you do not call in for 14 calendar days, you will be considered a voluntary quit, which may affect future unemployment claims.

REASSIGNMENT: The job site decides when an assignment has been completed. This does not mean that you have been laid off. We have another assignment for you. You must contact SP and let us know that you are available again. You must notify SP if a client calls you direct after the original assignment. If not, your timecard will not be processed.

03 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- * Resignation - voluntary employment termination initiated by an employee.
- * Discharge - involuntary employment termination initiated by the organization.

Since employment with SP is based on mutual consent, both the employee and SP have the right to terminate employment at will, with or without cause, at any time. If SP has not had any contact with employee for 14 calendar days, SP will consider the employee to have "voluntarily quit". Employees will receive their final pay in accordance with applicable state law.

04 Personnel Data Changes

It is the responsibility of each employee to promptly notify SP of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the SP Office.

05 Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, SP expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization. It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- * Theft or inappropriate removal or possession of property
- * Falsification of timekeeping records
- * Working under the influence of alcohol or illegal drugs
- * Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- * Fighting or threatening violence in the workplace
- * Boisterous or disruptive activity in the workplace
- * Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- * Insubordination or other disrespectful conduct
- * Violation of safety or health rules
- * Smoking in prohibited areas
- * Sexual or other unlawful or unwelcome harassment
- * Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- * Excessive absenteeism or any absence without notice
- * Unauthorized absence from work station during the workday
- * Violation of personnel policies
- * Unsatisfactory performance or conduct
- * Personal use of mobile device while on company time

If you are going to be late or unable to make it to work for any reason, you must notify SP immediately. If you don't call and don't show up for an assignment, you will face disciplinary action up to and including termination. Leaving a job site, without first notifying SP or the job site supervisor, is considered gross misconduct and grounds for disciplinary action up to including termination. If you leave a job site without notifying SP or the job site supervisor, you will be paid minimum wages for hours worked that day. Employment with SP is at the mutual consent of SP and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

06 Drug Testing and Drug and Alcohol Use

SP is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under

the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment. Copies of the drug testing policy are available to all employees. Questions concerning this policy or its administration should be directed to the SP office.

It is SP's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. While on SP premises and while conducting business-related activities off SP premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences. Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the SP Office without fear of reprisal.

07 Sexual and Other Unlawful Harassment

SP is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated. SP provides ongoing sexual harassment training to ensure you the opportunity to work in an environment free of 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.
- * 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, 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: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness any sexual or other unlawful harassment in the workplace, you must 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 SP Office or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation. All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation. Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the SP Office or any member of management so it 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.

08 Use of Equipment and Vehicles

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines. Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be

damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job. The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

09 Progressive Discipline

SP's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future. Although employment with SP is based on mutual consent, both the employee and SP have the right to terminate employment at will, with or without cause or advance notice, SP may use progressive discipline at its discretion. Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed. Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment. If more than 12 months have passed since the last disciplinary action, the process will normally start over. SP recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps. While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline. By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and SP.

10 Affordable Care Act

SP participates in the Affordable Care Act. When you first average 30 hours of work per week, or more, in any 60-90 day period, you will become eligible for health insurance through SP. You must maintain that average of 30+ hours per week to remain eligible. Once eligible, we will offer health insurance to you that will begin on the first of the following month. You must either accept or waive the insurance. If you accept, SP will deduct a weekly preset amount from your paycheck. These amounts change depending on the plan you select and the yearly health insurance renewal. If you add any dependents, the cost to you increases. Please request rates from the SP accounting department.

11 Oregon Sick Leave Law

SP uses a calendar year to determine accrual of sick leave and previous week average to determine rate of sick leave pay. Maximum accrual per year is 40 hours and caps at 80 hours total over multiple years, however the law allows SP to restrict usage to a maximum of 40 hours in a calendar year. The law states that sick time used prior to the 91st day of employment is unprotected, and thus will not be paid. SP requires employees to fill out a sick leave pay form and turn in along with weekly timecard for payment. This form is available on the last page of this handbook and in each office. At the termination of employment with SP, unused sick time will not be paid out. If employment is terminated by either SP or employee, or "voluntarily quit" by employee, and the employee begins employment again at a later date, the 90 days will start over at zero again.

12 Jury Duty

SP encourages employees to fulfill their civic responsibility by serving jury duty when required. Employees may request unpaid jury duty leave for the length of absence. Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits. Either SP or the employee may request an excuse from jury duty if, in SP's judgment, the employee's absence would create serious operational difficulties.

13 Family Medical Leave

SP complies with OFLA and FMLA. Once an employee has worked a full year for SP, they become eligible. If so, you must give 30 days notice before beginning leave.

14 Equal Opportunity Employment

In order to provide equal opportunity employment and advancement opportunities to all individuals, employment decisions at SP will be based on merit, qualifications, and abilities. SP does not discriminate in employment opportunities or practices on the basis of sex, race, religion, sexual orientation, national origin, age, disability, or any other characteristic protected by law. Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the SP Office. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

15 Immigration Law Compliance

SP is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with SP within the past three years, or if their previous I-9 is no longer retained or valid. Employees with questions or seeking more information on immigration law issues are encouraged to contact the SP Office. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

16 Disability Accommodation

SP is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, as is assistance in completing the application. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position. Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual. Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis. SP is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. SP will follow any state or local law that provides individuals with disabilities greater protection than the ADA. This policy is neither exhaustive nor exclusive. SP is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

Employee Acknowledgement

The employee handbook describes important information about SP, and I understand that I should consult the SP office regarding any questions not answered in the handbook.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Chief Executive Officer of SP has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Policies and Procedures

1. I understand that I am to complete any job assignment I accept. If I do not complete the assignment, SP can assume that I have voluntarily quit.
2. I understand that I am an employee of SP. I and or SP can terminate my employment. When an assignment ends, I must report to a SP office for my next job assignment. Failure to do so or to accept my next job assignment will indicate that I have voluntarily quit and will not be eligible for unemployment benefits.
3. SP has a very strict "NO DRUG POLICY", and I have signed a consent form to submit to testing. I understand that my failure to comply with this agreement will be grounds for my immediate termination.
4. Once I have accepted an assignment, I am responsible for my timecard. I understand that SP will not recognize or pay for any hours worked by an employee without the timecard being signed by both the client and the employee.
5. If for any reason, I cannot make it to work, or will be late, I will contact SP one hour prior to the start time. My failure to do so may be grounds for dismissal and/or indicate that I have voluntarily quit.
6. If I sustain an injury, or have an accident, while on the job, I will inform the client and SP immediately after the incident.
7. I understand and will comply with SP safety rules and regulations and hazardous communication program explained to me in the safety orientation.
8. SP pays its employees once a week. Our pay period starts on Sunday and ends on Saturday. My check will be ready after 11am the Friday following the week worked.
9. I understand that in order to be paid in a timely manner, timecards must be turned in no later than 5pm each Monday following the week worked. Any late timecards will not be paid until the next payroll week.
10. I have read and fully understand the above statements regarding SP policies and procedures and agree to the same. I understand that failure to comply with these policies and procedures could lead to my termination and may jeopardize my insurance benefits.

Employee Signature: _____ Date: _____

Staffing Services Representative: _____ Date: _____



S T A F F I N G
P A R T N E R S , L L C

Staffing Partners Oregon Sick Leave Request Form

Employee Name: _____

Company on assignment with: _____

I was/will be (circle one) absent from _____ to _____ for a total of _____ Hrs.

Reason for absence: _____

-
- Please note - must be a minimum of one hour. Cannot exceed the number of hours you would work per normal work day (ex: taking 10 hours for an 8 hr shift absence)
 - Sick leave time must be within scope of Oregon sick leave rules
 - Full rules and Oregon sick leave statute can be found at <http://www.oregon.gov/BOLI/TA>
 - Staffing Partners administrative rules pertaining to Oregon sick leave law can be found in the employee handbook at www.staffingoregon.com or copies of the handbook are available at your local Staffing Partners branch

Employee Name: _____

Date: _____

Employee Signature: _____