



**WorldWide Medical**  
S T A F F I N G  
ENGAGE THE EXPERTS

# Orientation Handbook

*Clinical Employees Assigned  
to Client Facilities*

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

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

Your employment is at will and this handbook is in no way, shape or form a contract. You, the employee and Worldwide Medical Services have the right to terminate employment with or without notice or cause at any time.

If you have questions, please do not hesitate to contact the Worldwide Medical Services office.

Thank you,

*Meredith Donoho*

Meredith Donoho  
Worldwide Medical Services, LLC

**Code of Business Ethics**

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

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

- All employees are responsible for conducting their jobs in a manner reflecting standards of ethics that are consistent with accepted criteria for personal integrity
- Preserving WWM reputation for integrity and professionalism is an important objective. The manner in which employees carry out their responsibilities is as important as the results they achieve.
- All activities are to be conducted in compliance with both the letter of the law and spirit of the law, regulations, and judicial decrees.
- No employee should, at any time take any action on behalf of WWM which is known or should be known to violate any law or regulation.
- Information about healthcare provider's medical condition and history is required during the hiring process. WWM recognizes this health information and electronic information must be held securely and in confidence. It is the policy of WWM that clinical staffs' specific information is not to be released to anyone outside of WWM without employees' consent, a court order, subpoena or applicable statute.
- Marketing materials, regardless of medium, shall accurately describe the services, facilities and resources of WWM.
- To maintain high standards of performance, WWM employs only those individuals it believes are most qualified without regard to race, color, religion, sex, age, national origin, handicap or disability in compliance with all federal and state laws regarding discrimination.
- WWM is committed to maintaining a workplace environment in which employees are free from sexual harassment.
- WWM will not tolerate violence or threats of violence in the workplace, including but not limited to abusive language, threats, intimidation, inappropriate gestures and/or physical fighting by any employee. These actions are strictly prohibited and may lead to severe disciplinary action up to and including termination.
- WWM recognizes that its employees and clinical staff are its most valuable assets and is committed to protecting their safety and welfare. Employees are required to report accidents and unsafe practices or conditions to their client worksite supervisors and WWM management. Timely action will be taken to correct unsafe conditions.
- Employees that are licensed or certified in any profession shall follow all applicable rules and professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
- WWM prohibits the use or possession of illegal drugs and alcohol use on WWM property or while engaged in company activity.
- WWM is committed to providing education for all employees regarding their responsibilities to uphold the code of business ethics.
- WWM prohibits healthcare professionals from discussing their hourly pay rates with other healthcare providers.
- WWM prohibits healthcare professional from discussing personal or business affairs with any employee, subcontractor or client staff not directly involved with the said personal or business affair.
- WWM is committed to protecting the privacy, confidentiality and security of personal (education, employment and health) information of its employees. This policy is designed to assure compliance with applicable state and federal laws and regulations.

- WWM is committed to protecting its own and its client's trade secrets, proprietary information and other internal information.
- It is the desire of WWM to provide authorized third parties with information whenever requested while committing to our responsibility to control the release of information to protect the privacy and confidentiality of the employee.
- Employees are not authorized to issue any statement, written or oral, to any news media representative or grant any public interview pertaining to the company's operations or financial matters.

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

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

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

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

In addition to WWM Code of Business Ethics, Registered Nurses are expected to practice nursing according to the American Nurses Association Code of Ethics:

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

#### **American Nurses Association:**

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

### ***Standards of Conduct***

It is the responsibility of every person representing WWM, whether employee or subcontractor, to exercise appropriate judgment, and conduct themselves in a manner that reflects the highest standards of professional and personal ethics and behavior.

### ***Professional Conduct***

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

- Patient care providers are to render care in a manner that enhances the personal dignity and rights of each patient. Any form of patient abuse and/or neglect will not be tolerated, and patient care providers are to support WWM policies and procedures in this regard.
- Interactions with all hospital patients, visitors, employee and independent contractors, physicians, vendors, etc., must be conducted in a courteous and professional manner at all times ensuring that WWM is always presented in the most favorable light.
- The practice of counseling the patient regarding personal problems and / or participation of the WWM patient care provider in conversations with patients about topics not relevant to the plan of care--is discouraged and unacceptable.
- Patients are to be dealt with equally and fairly and the selection of "favorites" is not acceptable.
- Appropriate language is to be used at all times when an WWM patient care staff member is at an WWM client facility, and in any patient care area private and/or public. Abusive, profane, threatening, demeaning, language resulting violation of HIPAA regulations or compromising patient confidentiality can result in immediate termination.
- Touching patients, except in the direct delivery of care or by a greeting, is prohibited.
- Socializing with patients and/or patient's significant others outside of the facility is unacceptable.
- Socializing with patient's and/or patients' significant others after discharge from the Hospital is prohibited. Staff are not to call, date, nor develop personal or social relationships with patients, former patients, or family/significant others of patients, including giving of personal information or residential phone numbers. Staff should discuss with their manager, any matter of concern regarding their contacts with current or former patient/family members of patient's significant others.
- All staff will uphold all rules and regulations related to patient confidentiality in all areas including patient care, public and non-patient care areas. These rules and regulations include but are not limited to the following:
  - Patient care providers are not to divulge to anyone any information or records concerning any patient without proper authorization. Unauthorized release of confidential information may constitute ground for termination and/or civil action.
  - Conversations regarding patients are not to be held in the presence of other patients or any other person not privileged to this communication.
  - Problems of a patient are not to be discussed with another patient.
  - Patients are not to be named or discussed with anyone in or outside of the facility who does not have the legal right to receive information about the patient.
- Personal problems, concerns or personal life information of patient care providers are not to be discussed with any patient, patient group or family/significant others.
- Staff is not to discuss disagreements or criticize other patient care providers or physicians within the earshot of patients/families/significant others. A professional difference of opinion must be discussed in an appropriate private space.
- Behavior in patient areas and at the nurses' station shall be oriented toward patient care. Personal reading and conversations, including personal phone calls, are not to be conducted in these areas.
- Employees must avoid any situation, which involves a possible conflict between their personal interests and those of WWM. Staff shall not solicit and are encouraged not to accept gifts or compensation of any

kind from any individual or WWM outside of WWM as a consequence of their position.

- Any inappropriate interactions between patients and staff, staff and staff, or staff and others within the hospital will be met with investigation and quick response within the framework of WWM policy and procedure.
- Employees who are licensed or certified in any profession shall follow all applicable rules or professional codes of conduct pertaining to that profession, in addition to the rules stated herein.
- All WWM patient care staff will be expected to maintain English proficiency standards and use English exclusively during all paid working hours.
- Name badge must be worn at all times while on assignment, above the waist with employee's picture, name and title fully visible.
- While at the hospital, all employees must follow these basic rules:
  - Eating and drinking are only permitted in the cafeteria, designated employee and independent contractor lounges, unit conference rooms and in private offices, when not in use for patient care.
  - Sleeping is not permitted during paid working hours.
  - Personal phone calls on the unit during work time are prohibited, except in emergency situations
  - Assigned duties must be carried out in a timely, efficient manner as directed or delegated.
- When entering a patient room and/or when greeting a patient, practice the following:
  - Knock before entering
  - Greet the patient by name
  - If it is first contact of the day, introduce yourself by name and title
  - Tell the patient why you are in the room.
- When exiting a patient room, practice the following:
  - Inform the Patient / Family that you are leaving
  - State time you expect return
  - Ask if there is anything the pt. / family needs before you leave

### ***Dress Code***

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

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

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

- Jewelry is to be kept at a minimum and be in keeping with the general safety and infection control practices for the employee and independent contractor and the patient. Long dangling earrings, large or excessive necklaces and/or bracelets and sharp rings are not acceptable.
- Fingernails must be kept short, clean and natural; no artificial applications are to be worn.
- Hair must be neat and well-groomed.
- Shoes must be clean, in good repair, provide good support and protection and allow for quick and efficient movement as necessary in the performance of job duties, including emergencies. Heels should not be more than two-and-a-half inches high. Open-toed and open-back shoes are not permitted. Socks or stockings must be worn at all times.

### ***Telephone Courtesy***

Telephone courtesy guidelines include but are not limited to:

- Answering the phone, preferably by the second ring
- Identify yourself by giving your department and name.
- Identify the caller and what they are requesting
- When leaving the line, before placing the caller on hold, ask the caller if he/she can hold the line and wait for the caller's response
- When returning to the line, thank the caller for waiting
- When you give the call to another person, inform them both that they have a call and who the caller is.
- Try not to leave the caller holding for more than thirty (30) seconds. If you have to handle several calls at the same time or are unable to find the requested information or person quickly, ask if the caller would prefer to wait or to be called back.
- If the person receiving the call is not available, advise the caller of this and offer the options of speaking with someone else or leaving a message
- After taking a message, repeat the message to the caller to confirm that you have taken it down correctly and thank the caller.
- When transferring a call, let the caller know that you are transferring the call and why. Also, identify the extension to which you are transferring in case the caller is inadvertently disconnected.
- Allow your voice to reflect courtesy and a smile. What and how you say what you say makes a difference.
- Employee and independent contractors are to seek guidance from their manager when there are questions, concerns or problems with these rules or any other part of their employment.
- Any violations of the Code of Conduct will be investigated and may result in Disciplinary action up to and including termination, per WWM Policy and Procedures.

### ***Disciplinary Action***

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

The following may be grounds for disciplinary action, up to and including termination:

- Accepting an assignment and not reporting to work or not notifying us.
- Unauthorized possession, use, or removal of property belonging to WWM or any client of WWM.
- Failure to comply with all safety rules and regulations, including the failure to wear safety equipment when instructed.
- Reporting to work under the influence of alcohol, illegal drugs, or in possession of either item on company premises or work sites of client companies.

- Lewd, unacceptable behavior, possession of weapons or explosives and provoking, instigating or participating in a fight is prohibited at WWM and/or at its client hospitals.
- Violation of the harassment policy.
- Insubordination of any kind is grounds for immediate termination. (For example, refusal to carry out your supervisor's reasonable works request).
- Leaving an assignment without notice i.e., patient or assignment abandonment.
- Falsifying records, including but not limited to time records or claims pertaining to injuries occurring on company premises or work sites of client companies or personnel records.
- Disclosing confidential information without authorization.
- Disregard for established policies and procedures.
- Excessive cancellations or tardiness.
- Discourtesy to clients or fellow employee and independent contractors.

### ***Substance Abuse***

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- To analyze and trend data to identify opportunities for organizational performance improvement.

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

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

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

Our goal is to always provide you with a consistent level of service. If for any reason you are dissatisfied with our service or the service, we encourage you to contact the WWM Management to discuss the issue. WWM has processes in place to resolve complaints in an effective and efficient manner. If the resolution does not meet your expectation, we encourage you to call the WWM corporate office at (888) 515-3900. A corporate representative will work with you to resolve your concern. Any individual that has a concern about the quality and safety of patient care delivered by WWM healthcare professionals, which has not been addressed by WWM management, is encouraged to contact the Joint Commission at [www.jointcommission.org](http://www.jointcommission.org) or by calling the Office of Quality Monitoring at 630.792.5636.

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

Clinical staff must recognize the importance of following effective procedures and are encouraged to speak up if something has compromised or might compromise patient safety and quality.

A Clinical Incident is any event or series of events that resulted in or had the potential to result in an adverse patient outcome. Examples of a clinical incident includes but are not limited to (Omission of treatment, deviation from policy, medication errors, improper equipment usage, IV of Blood complications, patient fall, inaccurate clinical assessment, patient or physician complaint). Clinical staff should notify WWM of any clinical incidents that occur while on assignment, regardless of an adverse outcome.

A sentinel event is an unexpected occurrence involving serious physical or psychological injury or death or the risk thereof. These events must be reported to the Clinical Consultant within 24 hours of the occurrence. The hospital will conduct a Root Cause Analysis for all sentinel events, to identify the causes of the error. The Clinical Consultant and Medical Director will work closely with any staff involved in an error, including supporting them through the difficult time, facilitate communication between the clinical staff and the customer about the event, and based on the root cause analysis, plan for improvement activities.

In the event of deviation of practice according to the professional practice act, fraudulent behaviors, narcotic abuse or deviation and/or other aberrant or illegal behavior, each event is documented, and a report is made, which includes information from the customer. Each situation is reported according to the guidelines of the appropriate professional association by Clinical Consultant or Medical Director.

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

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

Depending on the severity of the injury and when the injury was reported will determine where the employee will be seen by a physician. It is your responsibility, as an employee of WWM, to understand that if you are ever injured on the job, it is the policy of WWM that you report the incident immediately and/or within 24 hours. You understand that if injured after hours - and it is an emergency, you may go to the nearest emergency room for treatment. You must then call WWM or have someone call for you. The toll-free number is 800-515-3900.

If the after-hours injury is not an emergency, you may call WWM the next morning for treatment arrangements. If you receive a needle stick injury, you understand that you must be tested for HBV and HIV within 72 hours of the injury as a baseline test. Workers' Compensation fraud is serious. If you are aware of a fraudulent claim being submitted, please inform your supervisor. Information you provide will be kept confidential. In order to have work-related injury or illness medical expenses paid for or reimbursed you are requested to receive initial treatment. If your injury is a medical emergency, you may use an emergency room and its physicians.

***Orientation***

WWM will provide all new employees with an orientation to the company's policies and procedures. Each employee will receive an Employee Handbook.

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

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

- Report approximately one (1) hour early for orientation (it may vary for each facility).
- Carry photo ID for evidence of identity when reporting for assignment
- Take your nursing license and certifications with you
- Report to the appropriate supervisor

- It is expected that the healthcare practitioner locate and comply with the facility policy and procedures manual, locate fire pulls, crash cart, med. room, linen cart, and appropriate exits before your shift starts.
- Always dress in proper attire when working at the facility. Orientation is only paid when the time has been properly verified by facility staff.
- Occasionally, an WWM employee may show up early as directed for orientation shift and no one is available for orientation. Please take it upon yourself to utilize this time to become familiar with the floor layout and the location of vital items you may need in order to function effectively on your shift. It will be to your advantage to have knowledge of the location of the policy and procedures manual, fire pulls, crash cart, med. room, linen cart, and appropriate exits prior to the onset of your shift.
- Additional security documents may be required per client. WWM will orient all employees to such requirements prior to their first shift.

### ***Floating Policy***

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

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

- The healthcare provider will immediately notify WWM.
- The nurse is obligated to inform the hospital of his/her professional limitations based upon the Nurse Practice Act standards and upon WWM client contract specifications as they relate to the assignment.
- The Clinical Consultant at WWM will work within the bounds of the Nurse Practice Act and the hospital contract to resolve the issue.
- WWM will pay the employee for hours worked up until the end of his/her shift.

### ***Continuing Education***

Ongoing continuing education is the responsibility of WWM employees to ensure that all clinical staff has a current knowledge and practice base. WWM maintains information on available resources for BLS, ACLS, PALS, etc. The following online education programs are also available for continuing education; however, this is not an inclusive list of available resources: [www.nursetesting.com](http://www.nursetesting.com), [www.nursingspectrum.com](http://www.nursingspectrum.com), and [www.asrt.com](http://www.asrt.com).

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

### ***Employee Performance Review***

- Every healthcare professional employed by WWM, who has worked in the last year, will have a bi-annual performance evaluation carried out by WWM, on or around your anniversary date.
- WWM will attempt to obtain feedback from client representatives regarding clinical staff competence and ongoing performance of professional employee. Unfortunately, some clients will not cooperate with WWM in this regard, so WWM follows a competence by exception philosophy. In the absence of client feedback, unless there is evidence of a performance issue, we assume that our employees are meeting performance expectations.
- Feedback from our clients regarding clinical and/or professional performance is addressed with our employee immediately. Follow-up with our clients is completed within an appropriate time frame.

- Annual skills checklists which apply to specialty area of work will be completed by every health care professional employed by WWM.
- When training needs are identified, an opportunity to complete the training will be provided at the earliest possible occasion.
- The company assesses aspects of employee's competence at hire, at performance evaluation and as needed or required by state licensing agencies, to ensure that employees have the skills or can develop the skills to perform and continue to perform their duties.
- Clinical Consultant and Director of Recruitment are responsible to ensure that any areas of development are identified and addressed.

### ***Do Not Return Policy***

WWM is committed to providing a high standard of service to our clients and to the delivery of safe, quality patient care. As an WWM employee, you play a very valuable role in our success in delivering excellent customer service and in our ability to achieve Joint Commission Certification. Poor performance by our employees, resulting in a "Do Not Return" status, can negatively impact WWM's reputation. WWM will gather all necessary facts surrounding each incident of "Do Not Return," whether it is clinical or professional in nature. Each incident will be investigated by a member of WWM Management and a final decision about further assignments with WWM will be made. WWM will communicate decisions with each employee on an individual basis. WWM is required to track the number of "Do Not Returns," both clinical and professional, by The Joint Commission. Your compliance in following professional, behavioral, and practice expectations will assist us in being proactive and trying to reduce and/or eliminate the incidence of "Do Not Returns."

### ***Clinical Supervision***

The Clinical Consultant and Medical Director provide clinical staff supervision for WWM's healthcare professionals. The Clinical Consultant and Medical Director have an understanding of the scope of services provided by the disciplines supervised. The Clinical Consultant and Medical Director utilize the appropriate practice acts, the professional licensing and certification boards and professional associations as clinical resources, as needed.

It is the Clinical Consultant's and Medical Director's responsibility to identify and report aberrant or illegal behavior to professional boards and law enforcement agencies.

### ***Availability of WWM Office Staff***

The WWM office, located in Gilbert, Arizona is open Monday through Friday from the hours of 8:00am – 5:00pm. Our local telephone number is (480) 345-6668. Outside of normal business hours and in the event of an emergency please contact us at the same number listed above. WWM on call staff will be available to assist you.

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

### ***Pay Method***

Checks will be issued on Fridays following the workweek. Employee's overtime will be paid according to the terms of your individual contract. Checks will be mailed out on Wednesday for payrolls outside of Arizona and on Thursdays for those located in Arizona. Direct deposits will be transferred to your account and available on Fridays. Checks are dated the Friday following the Sunday workweek.

If you are picking up your check in person, please be prepared to show proper identification. Employee agrees that no compensation is due to employee until employee actually starts work at the place of employment and that approved time records of the WWM, or Client shall be conclusive as to the time worked by employee, unless the time records have been incorrectly or fraudulently prepared by the employee so as to report hours not actually worked. Employee agrees that, inasmuch as WWM requires completed time records to obtain payment from WWM's Client, employee will accurately complete, sign, and assist WWM in gaining the Client's approval of the time record each week. The employee understands that in the absence of complete and accurate time records, the WWM cannot accurately determine the number of hours worked and corresponding wages. Consequently, no wages shall be due and owing unless and until the employee completes, signs and forwards the time record in accordance with WWM's instructions. Employee acknowledges WWM's policy and practice of mandating recording all hours worked. The WWM will not permit "off-the-clock" work or any similar practice of not recording all hours. Any requests by a Client or third party not to record all hours must be reported in writing by employee to WWM.

***Holiday Pay:***

Holiday hours worked will be paid at the rate according to the terms of your individual contract. Refer to that document for more specific details.

***Paid Sick Leave:***

In the event that Employee is eligible for paid sick leave, pursuant to federal, state or local law, Employer shall administer its paid sick leave policy pursuant to the requirements of the governing law. When applicable, Employee will be provided a separate paid sick leave policy which will become an integral part of this Employee Handbook.

***Lunch Break Policy:***

Employee agrees to clock in and out for a minimum of thirty (30) minutes and up to a maximum of one (1) hour for meal periods, unless otherwise specified by facility policy. If the facility requests employee to work their lunch period due to patient care and safety, employee agrees to obtain a supervisor signature from a Client Manager for each applicable shift

***Direct Deposit:***

Direct deposit is available weekly.

***Orientation***

Hospital orientation information or requirements will be provided to employee prior to assignment start by a representative of WWM.

***Employee Responsibilities***

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

Employee agrees to submit to WWM, before commencing any Assignment, all requested documentation that is necessary to comply with Joint Commission, Client and WWM requirements.

Employee agrees to and shall observe and comply with the applicable policies, procedures, rules and regulations established by Client.

Employee agrees to adhere fully with all quality assurance, peer review, risk management program or other programs that may be established by Client to promote appropriate professional standards of medical care.

Employee agrees to accept both clinical and operational supervision from his/her immediate supervisor.

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

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

Employee agrees to notify WWM of any unscheduled absence at least two (2) hours prior to beginning a shift.

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

Employee agrees not to disclose any WWM trade secrets or any confidential or proprietary information of WWM, WWM employee, Clients, or patients of Clients. Employee further agrees not to compete either as a direct competitor or with a competing company at the Client assignment where employee has been placed by WWM for a term of one (1) year after employee's final day of work at Client.

### ***Scheduling***

WWM will work diligently to match your skills with one of our many facilities. When work, suitable for your abilities, is available and WWM contacts you for an assignment, you are under no obligation to accept the assignment. You have been contacted because you are qualified and suited for that particular assignment.

If you accept the assignment offered by WWM our expectations are:

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

WWM would prefer you turn down an assignment rather than to later cancel one you have accepted. Canceling an assignment once you have accepted is a very serious matter. Refer to your individual assignment contract for details regarding cancellation of contract.

WWM maintains two different classifications or status of each employee, active or inactive. An "active" employee is anyone that is currently on assignment, (or who will be starting within the next two weeks), has all credentials current and up to date, or one that has just finished an assignment and is waiting for last paycheck. An "inactive" employee is someone who is no longer assigned to a job order/assignment or whose credentials have fallen out of compliance for whatever reason." Inactive employees will not be allowed to work at any facility until all credentials are current and up to date.

***Cancellations***

Should you need to cancel a shift during your assignment, you should personally call and speak to the recruiter for cancellation **as well as** hospital house supervisor or unit manager. If the recruiter or house supervisor or unit manager is not contacted personally, it will be considered a "no-call-no-show". **Remember someone will always be available to answer your call, even on weekends and during the late-night hours.**

If you are sick and unable to fulfill your assigned shift, you must personally call WWM, and speak to the recruiter and advise them of your illness and when you might be available to return to work. Should you miss three consecutive scheduled shifts, you may be required to have a physician's verification of the illness prior to scheduling any further shifts. This note needs to include the date you may return to work and state that no work restrictions apply.

Obviously, bad weather does occur. Please, make every attempt to be aware of the weather forecast. Employees may need to leave earlier to fulfill patient care commitments. Our ultimate concern is for your safety and also for the care of the patients. Please give WWM as much advance notice as possible.

***No Call No Show***

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



## **Orientation Handbook**

### **Acknowledgement Form**

I acknowledge that I have received a copy of WWM's Orientation Handbook. I have read and understand WWM policies and my requirements as an WWM employee. I understand that if I have any questions and/or need clarification for items addressed in the handbook, it is my responsibility to contact the WWM office to discuss.

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Employee Signature

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Date