



# Health Care Professionals Handbook

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### *Mission Statement*

*Progressive Nursing Staffers nurses provide quality patient care in the community. We enhance and enrich the lives and earning opportunities for nurses while providing clients with excellent service of outstanding value unique to the nurse staffing profession.*

## **INTRODUCTION**

Welcome to THE Nursing OFFICE at Progressive Nursing Staffers. We recognize quality health care professionals as the foundation of health care facilities and appreciate the vital link between the health care professional, the facility, the patient and the patient's family.

Flexibility of scheduling is an advantage of agency nursing. HOWEVER, flexibility does not mean irresponsibility. Progressive needs health care professionals who are dedicated to dependability and professionalism. The facility remembers the professional who can be counted on, as well as the health care staffing firm that can be counted on. We need quality, caring health care professionals so we can continue to be proud of our contribution to health care in the community.

## **ABOUT THIS HANDBOOK**

The purpose of this handbook is to acquaint health care professionals employed by Progressive Nursing Staffers ("Progressive"), with some of the personnel policies and procedures which apply to you. It supersedes all prior policies and procedures related to the topics covered.

This handbook does not create an employment contract or term, or limit the reasons, methods or circumstances for dissolution of the employment relationship, or limit the reasons, methods or circumstances for demotion, promotion, transfer, compensation, benefits, and location of work or other work-related decisions. It simply sets out for your information some guidelines which may be changed from time to time by Progressive in its sole discretion without notice. Progressive will comply with all applicable federal, state and local laws. In the event of a conflict between any policy and procedure and applicable law, the law will be followed. You should read, understand, and comply with the provisions of this handbook.

Unless employed under a formal, written employment agreement signed by Progressive's President, employees of Progressive are employed at-will, permitting either the employee or Progressive to terminate the employment relationship at any time with or without cause or notice.

## **NOTIFICATION OF POLICY CHANGES**

Progressive makes every effort to keep all employees informed of policy changes as they occur. Employees will be notified as policy changes take place in as timely a manner as possible. This notification may be done via e-mail, direct mail and/or posted notifications. Updated policy changes will also be noted when the employee updates their annual core competencies.

## **NATURE OF EMPLOYMENT AND HIRING AUTHORITY**

Employment with Progressive is at-will. Employment at-will may be terminated at any time by the employee or Progressive with or without cause, and with or without advance notice. Nothing in this handbook modifies the at-will nature of your employment. Your at-will employment status may only be modified in a written document signed by you and a duly authorized officer of Progressive.

The 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 Progressive and any of its employees.

## **EQUAL EMPLOYMENT OPPORTUNITY**

Progressive is an equal opportunity employer. Its policy and practice is to recruit, hire and promote for all positions in a non-discriminatory manner in accord with federal, state and local law. All personnel actions, such as benefits, compensation, Progressive sponsored education and all educational, recreational and social programs conducted by Progressive, will be administered in a non-discriminatory manner.

Progressive shall require that all department heads and supervisors clearly understand and practice equal employment opportunity. Acts of discrimination by supervisors including sexual harassment, will not be tolerated and will be the subject of disciplinary actions up to and including termination. We ask that all employees add their support to achieving our objectives in equal opportunity employment.

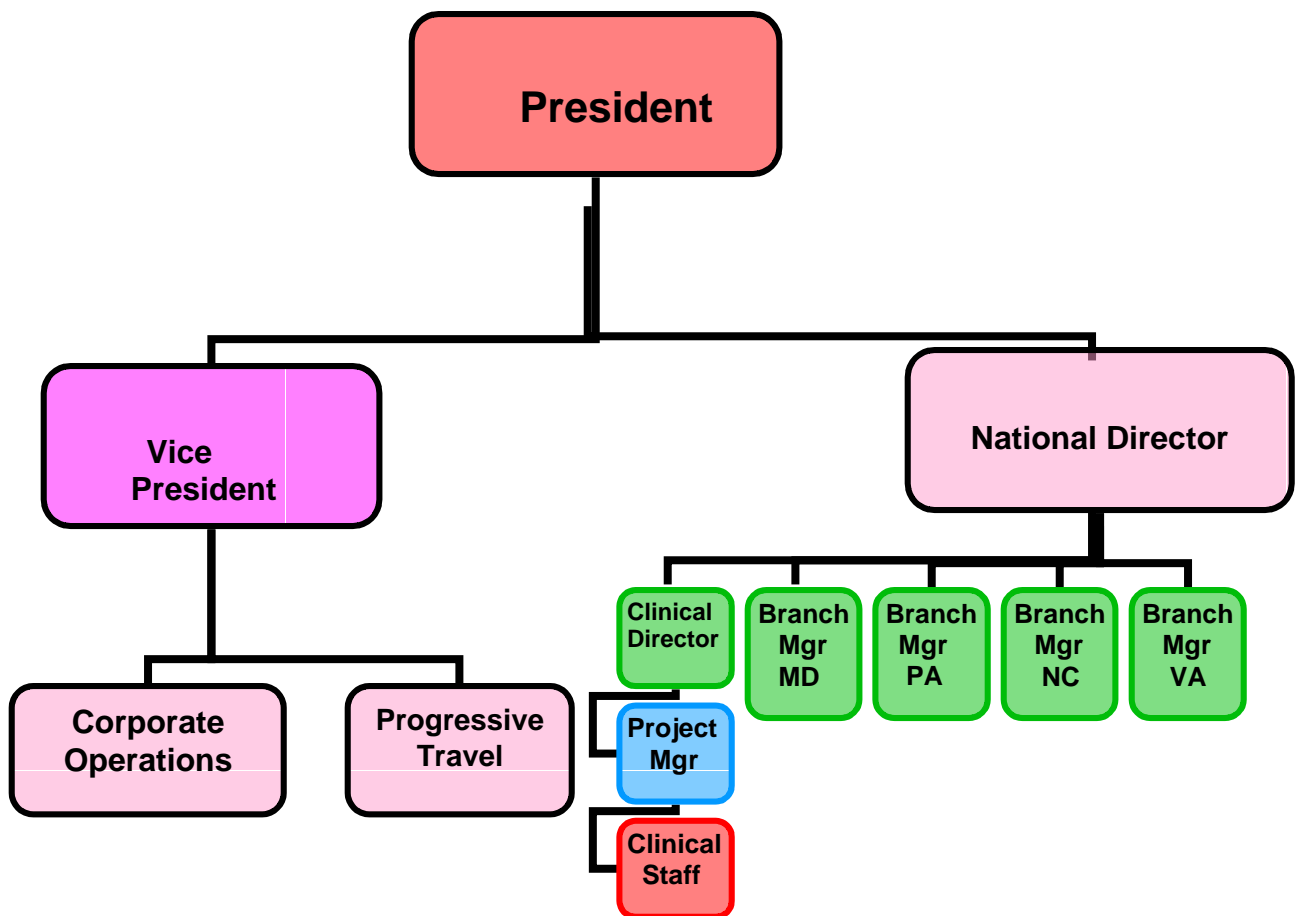
If any clinical employee believes that he or she has been treated in any way inconsistent with the policy of nondiscrimination, he/she should follow the complaint procedure as set forth in the Problem Solving Procedure described below.

Progressive will not retaliate against any employee for participating in the Problem Solving Procedure so that appropriate action may be taken. Any employee who violates this policy is subject to disciplinary action, up to and including termination.

All clinical candidates will be screened to be sure they have the necessary experience to work for Progressive. This experience will be verified with licensure, work history, education, reference and background checks.



## Organizational chart



## **ANTI-HARASSMENT STATEMENT**

Progressive is committed to providing its employees with a work environment that is free of unlawful discrimination, including any harassment on the basis of any legally protected status. Accordingly, Progressive will not tolerate any form of unlawful harassment against its employees, whether by executives, managers, and other types of supervisory personnel, co-workers, or third parties, such as Progressive's vendors, members or third parties with whom its employees interact.

Everyone at Progressive, including each employee, has a responsibility under this policy to keep our workplace free of prohibited harassment by avoiding any behavior or conduct which might reasonably be interpreted as prohibited harassment and by making it known promptly, through the avenues identified below, whenever they experience or witness offensive behavior.

The conduct prohibited by this policy includes any verbal or physical conduct that may reasonably be perceived as denigrating or showing hostility toward an individual because of the individual's race, color, religion, gender, national origin, age, disability, citizenship or other status protected by law. It also prohibits harassment on the basis of the protected status of an individual's relatives, friends or associates.

Among the types of conduct prohibited by this policy are epithets, slurs, negative stereotyping or intimidating acts based on an individual's protected status and the circulation (including e-mail or other electronic media), or posting of written or graphic materials that show hostility toward an individual because of his/her protected status.

Sexual harassment includes unwelcome sexual advances, requests for sexual favors and all other verbal or physical conduct where submission to such conduct becomes a term or condition of employment or the basis for any employment decision or where the conduct creates an intimidating, hostile or offensive working environment. No supervisor has the authority to grant or deny promotions or force any change in job status on the basis of provisions or denial of sexual favors.

Sexual harassment is not limited to explicit demands for sexual favors, but also may include such actions as sex-oriented kidding, teasing or jokes; repeated offensive sexual flirtations, advances or propositions; obscene or sexually-oriented language or gestures; display or circulation (including e-mail or other electronic media) of obscene or sexually-oriented printed or visual materials; and offensive physical contact such as grabbing, patting, pinching or brushing against another's body.

## **PROBLEM SOLVING PROCEDURE**

Any employee who witnesses or experiences conduct which he/she believes to be inconsistent with this policy has a responsibility to report that conduct promptly to their local branch Nurse Recruiter or their Director immediately. Employees should take

every possible step to make sure their concerns are known to one or more of the persons specified above. Only they are authorized to receive and act upon complaint of unlawful harassment or discrimination.

This complaint procedure is specifically designed so that employees have a mechanism which allows any employee to bypass a supervisor he or she is engaged in prohibited conduct under this policy. No one, not even the highest-ranking individuals in Progressive, is exempt from the requirements of this policy.

Employees are also expected and encouraged to inform others in the workplace that their conduct is unwelcome or offensive. Employees are encouraged to respond immediately rather than ignoring the problem.

All reports describing conduct that is inconsistent with this policy will be promptly and fully investigated. Confidentiality will be maintained to the fullest extent possible consistent with the needs of the investigation.

If the investigation confirms that a violation of the harassment policy or other inappropriate conduct has occurred, Progressive will take appropriate corrective action, including discipline up to and including termination. Because Progressive is committed to avoiding even the appearance of impropriety with respect to harassment, it may discipline any employee for inappropriate conduct regardless of whether the conduct amounts to a violation of law or even a violation of this policy.

In the event of a complaint regarding conduct of an individual not employed by Progressive, Progressive will investigate and take such appropriate action as is within its control and is reasonable and appropriate under the circumstances.

Employees who report harassment and discrimination, register a complaint pursuant to this policy, or participate in an investigation of harassment or discrimination are protected from any form of retaliation. Anyone experiencing or witnessing any retaliatory or potentially retaliatory conduct should report the conduct immediately, using the procedures outlined in this policy.

Employees are not to be penalized for proper use of the Problem Solving Procedure. However, it is not considered proper if an employee abuses the procedure by raising grievances in bad faith or solely for the purposes of delay or harassment, or by repeatedly raising complaints that a reasonable person would judge have no merit. Implementation of the Problem Solving Procedure by an employee does not limit the right of the Progressive to proceed with any disciplinary action which is not in retaliation for the improper use of the Problem Solving Procedure.

## **PERFORMANCE IMPROVEMENT**

A performance improvement program is in place to assist management and clinical staff in evaluating and assessing performance and efficiency of operations while addressing performance improvement initiatives. Tracking indicators for trend analysis include: Tracking do not return orders from clients, peer review; client satisfaction surveys, auditing clinical employee files for current compliance, credentials, health history, TB testing and other pertinent or required information.

### **REPORTING A COMPLAINT ABOUT A JOINT COMMISSION ACCREDITED OR CERTIFIED ORGANIZATION**

To report a complaint to The Joint Commission regarding an accredited or certified organization you may use the following methods:

On-line: [www.jointcommission.org/GeneralPublic/Complaint](http://www.jointcommission.org/GeneralPublic/Complaint)

E-Mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Fax: Office of Quality Monitoring, 630-792-5636 or 1-800-994-6610

Mail: Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, IL 60181

Summarize the issue in no more than two (2) pages and provide the name, street address, city and state of the accredited health care organization. For more information, call The Joint Commission's toll free complaint hot line, 800-994-6610, 8:30 a.m. to 5:00 p.m., Central Time, weekdays.

The Maryland Department of Health & Mental Hygiene has established in accordance with State regulations, a Nurse Staff Service Hotline. The purpose of the Hotline is:

- To receive complaints about local Nurse Staff Service Agencies
- To receive questions about local Nursing Staff Service Agencies

The Hotline number is: 800-492-6005. All voice mail messages will be returned during the next business day.

Written complaints may be submitted to:

Program Manager  
Office of Health Care Quality  
Department of Health and Mental Hygiene  
Bland Bryant Building  
Spring Grove Hospital Center  
55 Wade Avenue  
Catonsville, MD 21228

The Office of Health Care Quality may also be reached Monday through Friday 8AM to 5PM at 410-402-8000 or toll free at 1-877-402-8218

## **NURSING GUIDING CREDO**

As health care professionals we are committed to providing comprehensive care in a safe environment to patients who require diverse levels of personal attention and technical expertise. Depending on the needs of the patient, the goals of our care include sustaining life, providing comfort, enhancing recovery from illness or injury, promoting health, and facilitating reintegration into the community. In the event that death is the inevitable outcome, our care is directed towards alleviating suffering and supporting the patient and their family in facing this reality.

## **CODE OF ETHICS FOR NURSES**

- I. The nurse, in all professional relationships, practices with compassion and respect for the inherent dignity, worth and uniqueness of the individual unrestricted by considerations of social or economical status, personal attributes, or the nature of health problems.
- II. The nurse's primary commitment is to the patient, whether an individual, family, group or community.
- III. The nurse promotes, advocates for, and strives to protect the health, safety and rights of the patient.
- IV. 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.
- V. 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 and professional growth.
- VI. 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.
- VII. The nurse participates in the advancement of the profession through contributions to practice, education, administration, and knowledge development.
- VIII. The nurse collaborates with other health professionals and the public in promoting community, national, and international efforts to meet health needs.
- IX. The profession of nursing, as represented by association and their members, is responsible for articulating nursing values, for maintaining the integrity of the profession and its practice, and for shaping social policy.

*The Code of Ethics for Nurses, The American Nurses Association, 2001*

## **PATIENT CARE STANDARDS**

While on assignment, clinical employees need to follow the generally accepted standards of care for the type of patients that they are assigned to and the standards of care established by the facility in which they are working. If a clinical employee has any questions regarding particular patient care issues, ask the charge nurse, nurse manager, nursing supervisor, and/or follow the chain of command for resolving issues in the

facility in which the clinical employee is working. The health care professional is encouraged to contact the Nurse Recruiter at the local Progressive branch office if the clinical employee has concerns or questions.

### **PRIVACY OF PATIENT INFORMATION**

Progressive complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) regarding privacy and security of health care information. It is a condition of employment with Progressive Nursing Staffers that clinical employees comply with each facility's rules on the privacy of patient information. You need to treat all patient health care information as private and confidential, and will report any known breaches of the facility's privacy rules to both a supervisor at the facility and to Progressive Nursing Staffers. You must not discuss or disclose any patient health care information to Progressive's administrative staff, except with the permission of the facility.

Maintaining patient confidentiality includes:

- Not leaving a patient's chart or any part of the chart open and unattended.
- Not discussing a patient by name or recognizable medical information in public areas.
- Restricting chart access to personnel involved in the care of the patient.

Confidentiality also includes maintaining the security of any sign-ons and/or passwords you may have been given for the shift.

### **KNOW AND ABIDE BY THE PATIENT'S BILL OF RIGHTS**

All patients have the right to:

1. Respectful, considerate and professional care by competent personnel in a safe, non-threatening environment that is respectful to his or her personal values and beliefs.
2. Obtain from and discuss with doctors and other direct caregivers appropriate, current and understandable information about diagnosis, treatment and prognosis.
3. Know the identity of doctors and other health care personnel involved in their care.
4. Know the immediate and long-term financial implications of treatment choices, insofar as they are known.
5. To make decisions about the plan of care before and during treatment; to refuse a recommended treatment plan as allowed by law and facility policy and to be informed of consequences of refusal of care.
6. To have an advance directive concerning treatment or designating a surrogate decision maker.
7. To every consideration of privacy and confidentiality – privacy of their own medical care agenda.
8. Confidentiality of the medical record, all communications, case discussion consultation, examination and treatment to protect patient privacy.

9. To review medical records about their care with attending physician's permission and have the information explained or interpreted as necessary in layman's terms, except when restricted by law.
10. Know the hospital/facility rules applying to patient conduct and medically indicated care and services.
11. Expect emergency procedures done without delay.
12. Good quality care and high professional standards.
13. Opportunity to provide consent for procedures and treatment except in emergencies.
14. Have a legally responsible party participate in decisions when he/she is not capable.
15. Obtain consultation from another physician at patient's request and expense.
16. Care without discrimination.
17. To consent or decline to participate in research studies.
18. Reasonable continuity of care when appropriate and to be informed by doctors and other caregivers of realistic patient care options.
19. Access to an interpreter when not able to speak English.
20. Good management techniques to utilize patient's time efficiently.
21. Be transferred to another facility when medically permissible.
22. Examine and receive a detailed explanation of the bill.
23. Full information and counseling about available financial resources.
24. Be provided with discharge information for continued health care requirements.
25. Be informed of all rights as a patient at the earliest point of hospitalization.

*Adapted from The American Hospital Association: "A Patient's Bill of Rights", Updated: March, 2010*

### **LICENSURE/CERTIFICATION**

All licenses/certifications held by the clinical employee or prospective clinical employee will be verified as to active status, states held and expiration dates. All licenses and certifications, secondary and current, must be verified through the appropriate State Board of Nurse Examiners.

If the original license/certification is over seven (7) years old and is no longer active, the original state must be documented but verification is not necessary. Upon verification of licensure/certification if a clinical candidate has incurred Board of Nursing sanctions the clinical candidate will not be hired. Licensure/certification is verified annually after hire for clinical employees.

If a clinical employee has incurred Board of Nursing sanctions during employment the clinical employee is subject to disciplinary action at Progressive's discretion, up to and including immediate suspension or termination of employment.

All licensed/certified clinical staff are required to carry verification of credentials on their person at all times when on assignment.

## **EDUCATION VERIFICATION**

All clinical candidates will have their education verified. This will consist of accounting for all formal education, all degrees, and additional course study and copies of certifications and course completion. It is the clinical employee's responsibility to keep Progressive updated of any changes in educational status or additional certifications.

## **REFERENCE AND BACKGROUND CHECKS**

Reference checks will address the perceived competence and behavior as assessed by previous employers, thereby providing documented evidence that can be used to assess the clinical candidate for hire.

A minimum of two (2) reference checks will be required for each clinical candidate. Assessing the clinical candidate's work ethics, character and competency and will be instrumental in considering the clinical candidate for a position on Progressive's team.

The references must be from nurse managers or nursing supervisors from recent employers.

The following are to be included in reference checks: job knowledge, quality of work, initiative, attendance, punctuality, dependability, cooperation and attitude. The references will be placed in the clinical employee's file.

Consent for the background check will be signed and dated by the clinical candidate or clinical employee. Background checks will be done on all clinical candidates prior to hiring and after employment annually for clinical employees. Background checks will be conducted and reviewed by the appropriate Progressive representative.

## **FILE COMPLIANCE**

As a clinical employee of Progressive and as a health care professional and condition of employment, you must keep all of the required documents, on file and up to date in your local Progressive office. These requirements may vary from state to state, in different facilities and for different specialties. Generally, this includes the following:

- A valid & annually verified license/certification in the state of your assignment
- Current BLS (Basic Life Support) certification card by an authorized American Heart Association health care provider.
- Any additional certifications or training (e.g., ACLS, PALS, NRP) required for your assignment
- A physical exam or health clearance, to include a negative PPD within the last 12 months.
- If a positive TB reactor, a chest x-ray report will be accepted in place of a PPD, with subsequent annual TB screening). If a health care professional has a history of a positive PPD or has received BCG documentation of a negative chest x-ray the

completion of a Tuberculosis Risk Assessment Questionnaire is required. The Tuberculosis Risk Assessment Questionnaire must be updated annually.

- Proof of MMR and Varricella immunization or titers
- Proof of Hepatitis B series or titer
- Annual mandatory core competencies provided by Progressive & also available on our website.
- HIPAA compliance acknowledgement
- Annual performance evaluation
- Two recent letters of recommendation and/or performance reviews from supervisors
- Annual drugs/alcohol screen
- Annual criminal background check
- Annual work history update
- Annual skills checklist update
- Required specialty testing with a passing rate of 85%

**\*Health requirements may vary from facility-to-facility and state-to-state.**

**\*\* All documents must be readable before scanning into the employee's file.**

Please remember to have verification of your current professional nursing license or certification and other certification cards with you at all times while on assignment. You must wear your identification badge at all times while in the hospital/facility. Remember that you are serving at all times as a health care professional representative of Progressive. You can obtain your identification badge through your local Progressive branch office.

### **INITIAL INTRODUCTORY EMPLOYMENT PERIOD AND PERFORMANCE EVALUATIONS**

Progressive strives to help new clinical employees become acclimated to Progressive and their jobs, and to provide them with the training necessary to accomplish their jobs quickly and effectively. Progressive makes every effort to determine as soon as possible whether new clinical employees are suited to the positions for which they are hired.

During the first three months, starting from the date of the first shift worked, new clinical employees are closely monitored and evaluated for an introductory employment period. During this time scheduling activities are monitored and reviewed. Thereafter, an annual performance review will be completed

Progressive reserves the right to restrict or deny scheduling privileges based on facility performance reviews and attendance. Employees can be terminated at any time Progressive determines it is not in the best interest of Progressive to continue the employment. All employees of Progressive are employed at-will and may be terminated at any time for any reason without notice.

Your clinical manager and the nursing supervisors at each client health care facility are monitoring your performance, especially the “first to a new hospital” assignment. We continually contact nursing supervisors and clients, asking them to comment on our clinical employee’s abilities and skills.

Please keep in mind that the nursing supervisors are the persons ultimately responsible for your schedule at each facility. Introduce yourself to them, so they will put your name with your face when dealing with staffing in the future. Be warm and friendly. This is your opportunity to set yourself apart as an agency nurse. Public relations on your part will go a long way in easing your future scheduling.

After the introductory employment period is ended, performance evaluations will be conducted and reviewed at regular intervals with information provided by the facilities the health care professional has served.

### **CONSENT TO RELEASE INFORMATION**

In order to appropriately place our health care professionals, Progressive is frequently required to provide facilities with employment information regarding credentials, skills and experience.

Documents that may be requested include:

- License/Certification
- Basic Life Support (BLS) certification
- ACLS, PALS, NRP or other certifications
- Application
- Physical
- PPD or Chest-x-ray results
- Annual Core Competencies
- Specialty Skills List
- Test Scores
- References
- Performance Evaluations
- Resume
- Drugs/Alcohol Screen
- Criminal Background Check (attestation only)

Consent will be obtained at the time of hire by the health care professional for any employment information sent to any facility via fax, e-mail, web link or mail if required in order to be scheduled for work. Efforts are made to ensure all information is secure and confidential. In compliance with the Fair Credit Reporting Act, background check results will be attested to only. No criminal background check report will be faxed, mailed or copied to any client.

## **ON ASSIGNMENT ALWAYS ACT PROFESSIONALLY**

Always remember that as a Progressive representative and health care professional, many eyes will be upon you. You may be talking to a Director of Nursing and not even know it! Always treat the client health care facility with the utmost respect. If you are uncertain of what to do in a given situation, ask your resource person, the unit charge nurse, nurse manager or nursing supervisor, rather than assuming something is correct.

Ensure that you are following established policies and procedures for that facility. Be sure your documentation is complete and accurate, again according to that specific facility's standards. If you are unsure of the MANDATORY MINIMUM documentation required, please ASK your resource person or charge nurse so there is no confusion.

Professionalism and proper manners are always expected. While on assignment, we request that you refrain from the use of the facility's telephones for personal calls. Only use your cellular telephone while on breaks, following hospital rules about their use. Generally, your cellular phone should be turned off while in the building. If you have a problem or a conflict in nursing judgment arises and it is not able to be resolved with the staff member, please refrain from expressing your opinion whether favorable or unfavorable. Remember to keep opinions regarding a certain facility's policies and procedures to yourself. The priority is the patient, not the politics of the facility. Attempt to resolve the situation professionally. Please call Progressive and explain the situation to us so that we can hear your side of the situation. Allow us to intervene on your behalf if necessary. Remember, all facilities have different policies and procedures and the issue could be an area that simply needs clarification.

Do not be misled into thinking that by working for an agency that your responsibilities are lessened. It will go a long way towards establishing good relationships. When your work is finished, **PLEASE** volunteer help to others, and always be a team player.

## **ALWAYS LOOK LIKE A PROFESSIONAL**

You must observe the dress code of the assigned facility/unit. Usually professional whites or clean pressed scrubs are acceptable. A professional appearance helps establish good rapport and trust with the patient and other members of the health care team. If you look professional, you will be treated as a professional. An unkempt appearance is not acceptable.

Remember to follow established guidelines regarding length of fingernails, including tips or artificial nails, embellishments, hair, and jewelry that can be worn while on assignment.

Please remember to have verification of your current professional nursing license/certification with you at all times while on assignment. You must wear your identification badge at all times while in the hospital/facility and remember that you are serving as a health care professional representative of Progressive at all times. You can

obtain your identification badge through your local Progressive branch office. We rely on you to maintain a professional image at all times.

### **HAND HYGIENE GUIDELINES AND FACTS FROM THE CENTERS FOR DISEASE CONTROL & PREVENTION**

Improved adherence to hand hygiene (i.e. hand washing or use of alcohol-based hand rubs) has been shown to terminate outbreaks in health care facilities, to reduce transmission of antimicrobial resistant organisms (e.g. methicillin resistant staphylococcus aureus) and reduce overall infection rates.

CDC has released guidelines to improve adherence to hand hygiene in health care settings. In addition to traditional hand washing with soap and water, CDC is recommending the use of alcohol-based hand rubs by health care professionals for patient care because they address some of the obstacles that health care professionals face when taking care of patients. The use of hand sanitizing gels is not effective after taking care of a patient with *Clostridium difficile*. Hands must be washed thoroughly with soap and water.

Hand washing with soap and water remains a sensible strategy for hand hygiene in non-health care settings and is recommended by CDC and other experts. When health care professional's hands are visibly soiled, they should wash with soap and water.

The use of gloves does not eliminate the need for hand hygiene. Likewise, the use of hand hygiene does not eliminate the need for gloves. Gloves reduce hand contamination by 70% to 80%, prevent cross-contamination and protect patients and health care professionals from infection. Hand rubs should be used before and after each patient just as gloves should be changed before and after each patient.

When using an alcohol-based hand rub, apply product to the palm of one hand and rub hands together, covering all surfaces of hands and fingers, until hands are dry. Note that the volume needed to reduce the number of bacteria on hands varies by product.

Alcohol-based hand rubs significantly reduce the number of microorganisms on skin, are fast acting and cause less skin irritation.

Health care professionals should avoid wearing artificial nails and keep natural nails less than one quarter of an inch long if they care for patients at high risk of acquiring infections (e.g. patients in intensive care units and or in transplant units).

When evaluating hand hygiene products or potential use in health care facilities, administrators or product selection committees should consider the relative efficacy or antiseptic agents against various pathogens and the acceptability of hand hygiene products by personnel. Characteristics of a product that can affect acceptance and therefore usage include its smell, consistency, color and the effect of dryness on hands.

As part of these recommendations, CDC is asking health care facilities to develop and implement a system for measuring improvements in adherence to these hand hygiene recommendations. Some of the suggested performance indicators include: periodic monitoring of hand hygiene adherence and providing feedback to personnel regarding their performance, monitoring the volume of alcohol-based hand rub used/1000 patient days, monitoring adherence to policies dealing with wearing artificial nails and focused assessment of the adequacy of health care professionals hand hygiene when outbreaks of infection occurs.

Allergic contact dermatitis due to alcohol hand rubs is very uncommon. However, with increasing use of such products by health care professionals, it is likely that true allergic reactions to such products will occasionally be encountered.

Alcohol-based hand rubs take less time to use than traditional hand washing. In an eight hour shift, an estimated one hour of an ICU health care professional's time will be saved by using an alcohol-based hand rub.

Surgical hand antisepsis should include removing rings, watches and bracelets before beginning the surgical hand scrub. Remove debris from underneath fingernails using a nail cleaner under running water. Surgical hand antisepsis using either an antimicrobial soap or an alcohol based hand rub with persistent activity is recommended before donning surgical gloves when performing surgical procedures.

These guidelines should not be construed to legalize product claims that are not allowed by and FDA product approval by FDA's Over-the Counter Drug Review. The recommendations are not intended to apply to consumer use of the products discussed.

For more information you may refer to [www.cdc.gov](http://www.cdc.gov)

*(US Dept. of Health and Human Services, Centers for Disease Control and Prevention, Office of Communication, Division of Media Relations, 2002).*

### **PROGRESSIVE NURSING STAFFERS ONLINE WEBSITE**

Progressive has a member's only website (secure and confidential) available for our health care professionals! Plan to visit this website soon! You may join as an exclusive Progressive Member by entering the Progressive address [www.progressivenursing.com](http://www.progressivenursing.com) to have access to Hot Jobs, Events, Continuing Education, Hospital Specific materials, Scheduling, 401K information, annual core competencies and Skills Checklists. ***View your scheduling calendar and submit your work availability which will land directly on your Staffing Specialist's desktop computer!***

#### **How to Become a Member:**

- You will log on by going to the website [www.progressivenursing.com](http://www.progressivenursing.com)
- Click "For Nurses"
- Click "Members Only"

- Follow instructions to create a user name and password
- Confirmation will be sent from Progressive's Information Management Department confirming your user information
- Confirmation may take up to 2 business days to activate your account

Progressive always invites your feedback which can be provided by clicking the link at the bottom of each page.

## **SCHEDULING**

Our Staffing Specialists will assist you with your scheduling. You select your own schedule, and you decide where and when you want to work. There is no minimum number of holidays, weekends or off-shifts required with most Progressive offices. Check with your local branch Nurse Recruiter for exceptions.

Our Staffing Specialist's goal is to match your talent with the needs of the local health care facilities, as well as to provide you with the assignments desired. To accomplish this we must work together as partners. This partnership and our continued success in the temporary nurse staffing industry must be founded on mutual trust, respect and ongoing communication.

Call as often as you wish to discuss your assignments, to see what other shifts are available, or with any changes to your calendar or schedules.

Availability can easily be submitted and your personal work calendar can be reviewed via Progressive's online website at [www.progressivenursing.com](http://www.progressivenursing.com).

We depend on you to supply us with your "availability" (when you want to work) on a routine basis. You can do this in person, by phone, fax or mail (you can send us a calendar), or, in many offices by e-mail or on the Progressive website. Remember that as an agency health care professional it is customary to receive many telephone calls from the agency to either obtain availability; check on compliance issues, or to reconfirm your shifts.

The reconfirmation process is essential as it allows us the opportunity to double-check your schedule. As communication is an essential part of working with an agency and many of our calls are time sensitive, you need to supply us with a reliable way of getting in touch with you quickly.

We expect you to return all messages or pages promptly. Having "Caller ID" is not enough. We need to be able to leave a message. It is expected that you contact the office at least once a week. Please make it a habit to check in every Friday and let us know of your shift availability for the upcoming week.

Our work week is Sunday day shift through Saturday night shift. Hours worked by employees in excess of 40 hours per work week are paid at time and one-half of the employee's regular rates.

Please remind your facility's Staffing Specialist any overtime shifts must be scheduled and approved in advance with the appropriate signature by the facility and Progressive.

It is necessary that you understand these important/common terms you need to know in order to avoid scheduling errors:

Generally, when we say:

"Seven A" or "12 hour AM shift"	=	7:00 AM to 7:30PM
"Eight hour day/Day shift"	=	7:00 AM to 3:30PM
"Eight hour evening/Evening shift"	=	3:00 PM to 11:30 PM
"Seven P" or "12 hour PM shift"	=	7:00 PM to 7:30 AM
"Eight hour night/Night shift"	=	11:00 PM to 7:30 AM
"Four hour mini shift"	=	Varies, but we will specify times

Some shifts and starting times may vary based on the facility or unit. Please check with your Staffing Specialist or facility staffing coordinator.

**"AVAILABILITY"** – This refers to your desired assignments. This does NOT mean SCHEDULED AND CONFIRMED. We need to be notified immediately if there is any change to your availability.

**"SCHEDULED"**- This is a term that defines when the shifts you gave us as *available* are now booked at a specific facility, on the date and shift discussed with your Staffing Specialist or facility staffing coordinator.

**"CONFIRMED"** – This is a term that means the facility has your name on their master schedule for applicable shift(s).

**"SCHEDULED AND CONFIRMED"**- This phrase means that all parties, the facility, Progressive, and you have verified the shift. You are on the facility's, Progressive's and your own personal schedule. You are expected to arrive at your assignment on time if not canceled by Progressive.

**\*CALL IMMEDIATELY IF THERE ARE ANY CHANGES IN YOUR SCHEDULE OR AVAILABILITY.**

### **SELF SCHEDULING**

Occasionally it is possible to schedule yourself directly with the health care facility, either on the unit or in the staffing office. Usually this happens after you have established

a good relationship with the facility or unit. If you do self schedule a shift, it is imperative to call Progressive when this occurs to pass along this information to a Staffing Specialist. They will reconfirm your schedule with the health care facility This protects you from any confusion or misconceptions about your shifts. Remember, if we do not have your schedule in our computer scheduling system, you are not officially scheduled with the facility. Having your shifts confirmed with us protects you and us. Do not assume that the facility will call us. It is your responsibility to confirm your schedule.

Health care facilities call us directly to get their shifts filled. **Please do not call the facility directly to inquire about or check on shifts.** The facilities rely on us to coordinate schedules and need not be inconvenienced with calls from the health care professionals as well. Calling the facility may impact negatively on your ability to schedule there.

### **HEALTH CARE FACILITY LAST MINUTE REQUESTS**

We often receive last minute staffing requests from a health care facility. Last minute is considered to be up to two hours before the start of the shift until after the shift has begun. If you choose to take this type of assignment, we realize that you will not always be able to reach the facility on time. We appreciate your commitment to providing your services on such short notice. For that reason, you may be paid for the entire shift. We know that you will arrive as soon as possible. We would expect your arrival within 30 minutes to an hour from the time of our call. Of course, we would take into consideration the distance from the facility. In this circumstance, be sure to note LATE CALL on your time record to ensure that you receive full pay.

### **FLOATING**

It is Progressive's policy that health care professionals MUST be willing to float to areas within their scope of practice and per individual facility policy. If an issue arises regarding the safety of a float situation please call Progressive for intervention, but do not leave the facility. Inflexibility relating to this policy is grounds for discipline, up to and including termination.

### **CANCELLATIONS**

To avoid unnecessary changes or cancellations, Progressive asks that you have gone through your personal and professional schedules BEFORE you give us your availability. You may accept or reject any assignment offered to you, but once you ACCEPT the assignment you are obligated to fulfill that commitment. Clinical employee cancellations will not be tolerated except for extreme circumstances that would excuse any clinical employee from reporting to duty in a similar situation. Failure to report for an assignment without notifying a Progressive Staffing Specialist is UNACCEPTABLE and in most circumstances will result in termination of employment with Progressive.

If you must cancel a work assignment or are not sure you will be able to cover your assignment due to an extreme circumstance, we ask that you notify a Staffing Specialist at least 6 hours prior to the start of the scheduled shift. This allows Progressive the opportunity to fill the assignment with another health care professional. If you cancel a shift with less than 6 hours notice, it will be considered a late cancellation.

Progressive reserves the right to restrict or deny scheduling privileges based on facility performance reviews and attendance.

### **HOSPITAL CANCELLATIONS**

The client facility has the right to cancel SCHEDULED AND CONFIRMED shifts. We ask the facilities for a 1 ½ hour cancellation notice. In this case, we will notify the clinical employee when we are made aware of the change and will strive to offer you an alternative assignment. Call your Progressive Staffing Specialist if you are canceled while working your shift so that we can note it.

Always remember to check your message service or to call Progressive for any possible cancellations.

If you arrive at a facility, and are told you were canceled, please contact Progressive immediately for instructions. **DO NOT LEAVE.** We would prefer to clear up the problem/confusion while you are still at the facility. Progressive will then determine if inconvenience pay is due or if we have another assignment for you.

### **CANCELLATIONS FOR CAUSE OPTIONS**

A clinical employee who has had their contract terminated or cancelled for cause will have an opportunity to present their side of the events leading to the termination. There are clearly defined guidelines for documenting any termination and to guarantee fairness to the individual. Unacceptable behavior and clinical incompetence in such cases is further outlined in this manual.

### **DO NOT RETURN TO A FACILITY**

A clinical employee has defined options and may have rebuttal opportunities in the event they are determined to be a Do Not Return (DNR) to a client facility. The incident causing the DNR will be discussed with the clinical employee. Progressive will discuss the allegation with the client including the date and time as well as any others involved. Attempts will be made by Progressive to resolve the situation with the client facility to have the best outcome for all concerned. Progressive will discuss the final decision and findings with the clinical employee. If the clinical employee is not satisfied with the final outcome, the clinical employee may use the employee complaint review procedure by contacting their local branch recruiter for details as to how to proceed.

**WHILE ON ASSIGNMENT, ALWAYS CARRY VERIFICATION OF  
CURRENT LICENSE(S), BLS CARD AND  
PROGRESSIVE PHOTO IDENTIFICATION BADGE**

Health care facilities will request to see appropriate/current license and Basic Life Support (BLS) certification card even on return visits. Professionals without proper documentation WILL be sent home by the facility. Lack of documentation is simply unacceptable. Always have verification of your current professional license or certification with you at all times while on assignment. You must wear your Progressive photo identification badge when reporting for a work assignment and while on duty.

**ALWAYS BE ON TIME**

You must report to the Nursing Administration Office, designated Staffing Office, or as directed by your Staffing Specialist, at least 15-30 minutes prior to the start of the shift. Remember the first time to a new facility usually requires a short orientation time. You must always report to the designated staffing office as directed by your Staffing Specialist at the beginning of each new assignment, even if it is a facility you frequent. Shift start times vary facility to facility so check with your Staffing Specialist as to the shift start time so you can be on time. Every facility wants you to sign in and sign out of the facility at the beginning and end of each shift. Some facilities require advance orientation prior to the first assignment.

You must report promptly to the assigned facility at the assigned hour. Please take into consideration the required orientation period if necessary, which varies from facility to facility. Repeated tardiness will not be tolerated. Tardiness is a direct reflection of you as a health care professional and it is never easy to catch up after a late start.

**OVERTIME AND TIME WORKED BEYOND SHIFT**

When requested by a facility to work any hours beyond your originally scheduled shift you must have your time record signed in the section noted as, "Mandatory explanation of time worked beyond shift." Continued unauthorized overtime will be subject to disciplinary action. For example, the explanation may be, "Unit very busy today, no break," and then the time record is signed by the nursing supervisor, nurse manager, or designated facility employee representative.

The pay rate for hours worked beyond 40 in a workweek is calculated at time and a half of the regular rate. This rate may not be the same as the overtime rate at the facility worked.

## **TIME RECORDS**

Treat your time records as CASH.

It is essential for your time record to be absolutely completed and accurate. It is required that a supervisor sign your time slip for worked hours and overtime at the end of each shift. A time record is a simple paper document; however when complete with an authorized signature, these records are representing hundreds of dollars of YOUR MONEY! Time records must be submitted on a weekly basis and no later than 90 days after the shift worked.

The facility does not pay for the half-hour lunch period. Health care professionals are not given a paid lunch break. If you are not able to take a lunch break or incur overtime, obtain prior approval from the designated facility employee representative, and have your time record appropriately signed.

As a Progressive health care professional you are not authorized to sign another Progressive health care professional's time record. The authorized signature must be from a designated facility employee representative, such as a nurse manager, charge nurse or supervisor. Even if a Progressive health care professional is in charge, you still need to have your time record signed by a facility employee. This policy varies according to each facility. Please check with your Staffing Specialist if you are requested by a facility to sign a time record.

Time records are considered legal records and any falsification will be seen as fraudulent activity and will lead to disciplinary action up to and including termination and reporting of the incident to the appropriate board of nursing or licensing board.

## **DAILY PAY OPTION**

We offer daily pay Monday through Friday, so you can be paid at your convenience during our payroll hours. Daily pay is a privilege we are proud to offer to you at no charge. Due to the time and research involved, inconvenience pay and bonuses are not processed as daily pay.

If you are coming in to pick up a pay check, you must fax in your time record to our payroll department. Please write your phone number and your fax number so we can contact you if we have any questions. Remember when you fax in your time record you must still bring the original time record for us to release your check.

If you choose to mail your time records, please note if you want your check mailed or held for pickup at your local branch office. The daily pay option may be suspended or eliminated for a health care professional based on individual performance as determined by the Director.

## **DIRECT DEPOSIT OPTION**

Progressive also offers the option of direct deposit into your bank account. With this option, you will be paid weekly for all time records received by Tuesday each week. The funds are deposited directly into your account each Friday.

In order to use this option, you must give the Payroll Specialist at your branch a voided check (for checking accounts) or deposit slip (for savings accounts). There will be a period of time afterwards that you will receive checks as usual while the account is being set up. Once the option is active, you may designate for each time record whether you want direct deposit, pick up, or sent to you by mail. Check with the Payroll Specialist in your branch office for more details on this option and how it works.

## **CASH CARD OPTION**

A payroll benefit of working with Progressive is the Global Cash Card payment option. The Global Cash Card will allow the employee to have payroll funds automatically deposited to this ATM/Debit card for immediate cash availability. With a simple fax, the employee can have access to their money within hours. Be aware there are associated fees with using this card. Please check with your local branch to obtain further information.

## **IMPORTANT INFORMATION CONCERNING YOUR PAY RATES**

We would like to clarify what determines your pay rate when working on different shifts.

- Pay rates vary based on facility, specialty and shift. These rates may change without notice. Progressive will make every effort to notify you when pay rates are changed.
- Any shift that falls within a standard shift will be paid according to the standard shift rate.

Example: 8AM-6PM will be paid as the 7AM-7PM shift.

- Any shift that starts two hours or more outside of the standard shifts will be paid as a split shift.

Examples: 1PM-9PM will be paid, 1PM-3PM= Day shift rate, and 3PM-9PM=Evening shift rate.

10AM-10PM will be paid, 10AM-3PM Day shift rate, 3PM-10PM = Evening shift rate.

9AM-9PM will be paid as a day shift (starts within 2 hours of the 7AM shift, however 9:30AM-9:30PM will be split as it is more than two hours after the start of the day shift).

- When working a shift, if you are required to stay late (1-2 hours) you will be paid according to the shift you originally started working.
- If you are asked to stay another 4 hours and it puts you into another shift, you will be paid a split shift.

Example: 7AM-7PM shift worked but stayed late to 9PM, entire shift will be paid at the day shift rate. However, if you are requested to stay an additional 4 hours, 7AM-

11PM, then you will be paid as a split shift, 7AM-3PM Days and 3PM-11PM evenings.

When working a night shift 7 PM - 7 AM, if required to stay additional time, you will be paid at the night shift rate.

The same applies to coming in early for orientation. if you come in at 6AM for orientation on days you will be paid the entire shift for days.

These are some examples to help you understand how we determine your pay rate. However, there may be some other scenarios that are different from the ones listed above. Progressive requests that you NEVER make assumptions. If you work a shift that falls outside of the general perimeters please call Progressive and ask for clarification.

### **TAX DEDUCTIONS**

Progressive issues W-2 forms annually. Progressive is responsible for withholding federal and state income taxes; paying federal social security and Medicare taxes and any other required deductions and withholdings. Please keep our Recruiting Department up to date with your current address, phone number(s) and withholding status.

### **HOLIDAYS**

Most holidays are paid at time and-a-half or double time. Your pay rate will be determined by the practice at the client facility where you are working. Since this may vary between facilities, please check with your Staffing Specialist regarding holiday pay status as the holiday approaches. Holidays which may be eligible for higher pay rates are limited to:

New Year's Day	Memorial Day
July 4 <sup>th</sup>	Labor Day
Thanksgiving Day	Christmas Day

Some facilities will pay holiday rates on holidays other than the ones listed above, or they may have different beginning and ending times for holiday pay. Check with your Staffing Specialist prior to the holidays in question.

Holidays and Overtime: When you work overtime on a holiday, your pay is calculated as one and a half times the regular rate of pay, not one and a half times the holiday rate of pay. If the holiday is paid at double time by the facility, you will receive the extra amount of pay above the time and a half to equal double time.

## **CODE OF BUSINESS CONDUCT AND ETHICS/CONFLICTS OF INTEREST**

Progressive is committed to maintaining the highest standards of business conduct and ethics. Every employee must read and comply with the spirit and letter of the Progressive Code of Business Conduct and Ethics. It is the policy of Progressive Nursing Staffers that all employees will conduct and maintain the highest ethical standards in the conduct and representation of Progressive.

We make special mention of the need to avoid a conflict of interest or the appearance of a conflict of interest. A conflict of interest includes any activity, which is opposed to, or in conflict with, the legitimate interests of Progressive. No employee shall directly or indirectly engage in any outside employment, business, or financial interest which conflicts with or appears to conflict with the best interest of Progressive Nursing Staffers, and which interferes with an employee's ability to fully carry out assigned duties.

Any employee who wishes to work a second job, which is in or related to the health care field, must receive written permission from the President or Director prior to accepting the position.

Each employee is expected to conduct themselves with integrity and comply with all applicable laws in a manner that excludes considerations of personal advantage and gain. Guiding principles in performing professional services include:

- Act with integrity and in a lawful manner.
- Not knowingly misrepresent material facts.
- Support principles and procedures of Progressive as outlined in this handbook.
- Seek the highest and best use of resources in the performance of all duties.
- Avoid all possible conflicts of interest in personal and professional relationships.
- Act in good faith, responsibly, with due care, competence and diligence.
- Ensure professional responsibility for own continuing education, knowledge of best practices, laws, regulations and core skills that are required for performance of your professional duties as applicable within the scope of acceptable and prudent nursing practice.
- Observe discretion regarding confidential information and personal relationships.
- Be recognized as a responsible partner within the community, facilities Progressive serves, among your peers, customers and in society.

Health care professionals must read and abide by Progressive's Code of Business Conduct and Ethics, which provides more detail on those matters. Information provided upon request from your local branch recruiter.

## **BENEFITS AND INSURANCE**

Progressive currently maintains the benefits described below. Progressive reserves the right to change, alter or terminate benefits, plans and carriers in its sole discretion, in accordance with applicable law.

All matters of eligibility for coverage or benefits under any such plan or plans shall be determined in accordance with the provisions of the policies and plan. Progressive is not liable to the employee, or his or her family, heirs, executors, or beneficiaries, for any benefit or payment provided or payable or claimed to be provided or payable under any plan or policy.

### **HEALTH INSURANCE**

Information about affordable health insurance is available for eligible Progressive employees and their families. Information provided upon request from your local branch Nurse Recruiter.

### **401K PLAN**

Progressive offers a diversified savings plan designed to enhance your financial future. (Some employees may be ineligible, contact your 401(k) representative for details).

### **GENERAL LIABILITY INSURANCE**

We maintain comprehensive professional liability malpractice insurance for all of our health care professionals. Unlike group liability insurance, individual liability insurance is very affordable, and we recommend each health care professional have supplemental coverage.

### **WORKERS COMPENSATION**

In the event of accident, injury or an adverse event, please notify your facility's nurse manager, charge nurse or nursing supervisor immediately and the Progressive Nurse Recruiter at your local branch office no later than 24 hours after the event. Please note that all Workers Compensation claims must be reported to Progressive within a 48 hour time frame to ensure coverage.

Keep in touch with your Nurse Recruiter if you will require long-term testing or follow-up. Send all bills, follow-up doctor's visits directly to the Workers Compensation carrier as instructed.

### **MILITARY LEAVE**

It is the policy of Progressive to comply with federal and state laws governing military leave and reinstatement, including leave for annual scheduled duty in the National Guard or with an Armed Forces Reserve group. Please inform your supervisor and Staffing Specialist as soon as you know you will need military leave.

### **FAMILY MEDICAL LEAVE OF ABSENCE (FMLA)**

In accordance with the federal Family and Medical Leave Act ("FMLA"), Progressive will grant an unpaid leave of absence of up to 12 work weeks in a 12-month period,

measured during the 12-month period preceding the start of the requested leave. Further details may be obtained by contacting Human Resources.

During FMLA leave, group medical plan coverage for the employee and his or her dependents will be maintained at the level and under the conditions coverage would have been provided if the employee had remained continuously employed. The obligation continues up to a maximum of 12 work weeks in a 12-month period. Thereafter, an employee may elect to continue coverage pursuant to COBRA. If paid leave is substituted for unpaid family/medical leave, Progressive will deduct your portion of the health plan premium as a regular payroll deduction. If leave is unpaid, you must make arrangements with Human Resources to pay your portion of the premium. A failure to pay premiums may result in a lapse of coverage. If you fail to return at the end of FMLA leave, you may be liable to Progressive for its share of the health care premiums.

### **NO SOLICITATION/NO DISTRIBUTION POLICY**

Solicitation will not be permitted when the person soliciting or the person being solicited is on working time. Solicitation will not be permitted in immediate patient care areas, such as patient rooms, operating rooms, and places where patients receive treatment, such as x-ray and therapy areas.

Distribution or circulation of printed materials by employees will not be permitted during working time or at any time in work areas. "Working time" refers to that portion of any work day during which an employee is supposed to be performing any actual job duties; it does not include other duty-free periods of time. Solicitation and distribution by non-employees on Progressive's property is strictly prohibited.

Progressive employees are required to comply with each facility's policy concerning solicitation and distribution on facility property or within the confines of facility premises in addition to complying with Progressive's policy while at that facility.

### **DISABILITY ACCOMMODATION**

Progressive is committed to complying with the Americans with Disabilities Act (ADA), as well as state and local laws concerning persons with disabilities, 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. Pre-employment inquiries are made only regarding an applicant's ability to perform 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. If an employee believes he or she needs an accommodation in order to perform his or her job, that employee should contact their local branch supervisor or Director to begin the accommodation process.

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, and other terms and conditions of employment. Leave of all types will be available to all employees on an equal basis. Progressive 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. Progressive will follow any state or local law that provides individuals with disabilities greater protection than the ADA. This policy is neither exhaustive nor exclusive. Progressive 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 SAFETY**

Progressive complies with all applicable federal, state and local health and safety regulations and provides a work environment as free as feasible from recognized hazards. Employees are expected to comply with all safety and health requirements whether established by management or by federal, state or local law.

Employees should report to their supervisor all observed safety and health violations, potentially unsafe conditions, and any accidents resulting in injuries to employees or nurses. Employees are encouraged to submit suggestions concerning safety and health matters.

### **WORKPLACE VIOLENCE**

Workplace violence can be any act of physical violence, threats of physical violence, harassment, intimidation, or other threatening, disruptive behavior that occurs at the work site. Workplace violence can affect or involve employees, visitors or others in the health care setting. Workplace violence can be inflicted by an abusive employee, a manager, supervisor, co-worker, patient, family member or even a stranger. Whatever the cause or whoever the perpetrator, workplace violence is not to be accepted or tolerated.

The best prevention comes from identifying any problems and dealing with them. The expectation is that each employee will treat all other employees as well as patients and other customers with dignity and respect. Supervisors and managers have the obligation to deal with inappropriate behavior by their employees and customers and to provide information to employees on workplace violence and put effective security measures in place.

Self awareness includes paying attention to intuitive feelings, body language and tone of voice. Be responsible for securing your own workplace, for questioning and/or reporting

strangers to supervisors, be aware of any threats, physical or verbal and/or disruptive behavior and report such incidents to your supervisor. Do not confront individuals who are a threat and take all threats seriously.

Follow the facility's policy where you are working regarding how such situations should be handled and what resources are at your disposal so you will be familiar with how to deal with workplace threats and emergencies.

### **INSPECTIONS**

Progressive reserves the right to inspect any property of Progressive Nursing Staffers and anything on Progressive's premises at any time whether or not locked. Progressive uniforms, merchandise, desks, files, lockers, offices and any other property of Progressive are subject to inspection at any time by any supervisor or manager at any location. If the employee has a locked locker, desk, file, office or automobile he or she shall unlock it on request. All packages and other belongings are subject to inspection upon request.

Progressive reserves the right to conduct an inspection with or without notice or consent and with or without the affected employee being present. Refusal to cooperate with a Progressive inspection may result in disciplinary action up to and including termination.

### **INCLEMENT WEATHER**

Due to the nature of Progressive's business and the services we provide, Progressive expects all clinical employees to make their best effort to arrive timely at work during severe weather conditions. If severe weather conditions prevent you from arriving on time at work or performing your duties for Progressive, you must call your local branch office to cancel your shift as described in the cancellation policy. The President and/or his designee will declare a Weather Emergency when appropriate, and will decide when it goes into effect and when it is terminated.

### **EMPLOYMENT CLASSIFICATIONS**

At the time you are hired, you are classified as either non-exempt or exempt in accordance with the Fair Labor Standards Act (FLSA) and applicable state law.

### **ELECTRONIC RESOURCES**

This policy on computer resources and electronic communications ("electronic resources"), along with the Internet, is designed to help you understand Progressive's expectations regarding the use of its communications resources and electronic equipment and to help you use Progressive's resources wisely.

For the purposes of this policy, references to the internet should be understood to apply to the use of both internet and internal e-mail. References to electronic communications include messages that are transmitted or stored via computer, e-mail, facsimile, voice mail or other similar device provided by Progressive. Your conduct while using electronic resources is also governed by Progressive's other existing policies especially (but not exclusively) those that deal with intellectual property protection, privacy, misuse of Progressive's resources, sexual harassment, equal employment opportunity, information and security policies and procedures and confidentiality.

### **REFERENCES**

It is Progressive's policy that requests by third party reference checks on our clinical employees or former clinical employees will not be provided over the telephone. If a written request is made we will respond as follows:

- We will respond only to those persons who have a signed authorization for release of information from our clinical employee or former clinical employee; we will not volunteer information but will verify only the following information provided by our employee or former clinical employee: dates of employment, position and salary.
- If a clinical employee or former clinical employee wants a letter of recommendation, we may provide such a letter, upon request to the local branch recruiter, directly to the clinical employee. Progressive does provide reference information as is deemed necessary to current facility clients as is necessary for its clinical employees to complete assignments at those facilities.

### **EMPLOYEE COMPLAINTS AND PEER REVIEW**

The purpose of the employee complaint review procedure is to ensure that any employee who feels he or she has not received fair and equitable treatment may, without fear of reprisal, bring his or her complaint to the attention of Progressive management for appropriate consideration and resolution. This complaint review procedure is in addition to the Problem Solving Procedure available when an employee believes the anti-harassment policy has been violated.

Quality patient care is important to us at Progressive. Any employee who reports instances of abuse of patient rights, patient abuse, neglect or exploitation to Progressive or to the appropriate governmental or regulatory authority should do so freely and without any fear of reprisal.

All employees are entitled to the Peer Review and Problem Solving Process if needed. All employees will be informed of the Peer Review and the Problem Solving Process. This process will be reviewed in orientation.

Suggestions for improving Progressive are always welcome. At some time, you may have a complaint, suggestion or questions about your job, your working conditions or the

treatment you are receiving. Your good-faith complaints, questions and suggestions also are of concern to Progressive. We ask that you take your concerns first to your local branch Nurse Recruiter, following these steps:

1. Within a week of the occurrence, bring the situation to the attention of the Nurse Recruiter who will then investigate and provide a solution or explanation.
2. If the problem persists, you may prepare a written complaint, providing specifics, including any Progressive policy or practice alleged to have been violated, and present it to the Director who will investigate the complaint, review the issue with the Nurse Recruiter and provide a solution or explanation.
3. It is recommended that you bring the matter to the Director as soon as possible after you believe that the local branch Nurse Recruiter has failed to resolve the matter.
4. The decision rendered by the Director or Nurse Recruiter is final.

This procedure, which we believe is important for both you and Progressive, cannot result in every problem being resolved to your satisfaction. However, Progressive values your input and you should feel free to raise issues of concern, in good faith, without the fear of retaliation.

### **DRUGS AND ALCOHOL**

The purpose of this policy is to ensure a drug free work environment which will apply to all individuals hereafter seeking and currently holding employment in order to guarantee the safety and well being of the public and our employees.

Progressive prohibits the use of illegal drugs, or the abuse of other controlled substances, prescription drugs or medicines or alcohol, during any time an employee is working for Progressive or while on Progressive business. "For cause" screening may be done at any time if requested by a client facility or Progressive. Specific examples of prohibited conduct related to drugs and alcohol include, but are not limited to, the following:

- Use, possession, manufacture, distribution, or sale of controlled substances, illegal drugs or alcohol and/or the distribution or sale of prescription drugs or medicines on the Progressive's premises or while on Progressive business.
- Misuse or abuse of prescription drugs or use of alcohol on Progressive premises or while on Progressive business.
- Use of alcohol or use, possession, manufacture, distribution, or sale of controlled substances and/or illegal drugs off Progressive premises that may affect the employee's work performance, his or her safety, the safety of others, or the Progressive's reputation in the community or with its customers.
- Refusal to submit to and/or cooperate with an investigation or search in accordance with the Progressive's inspections policy.

- Conviction under any criminal drug and/or alcohol statute while on the Progressive premises or while on Progressive business.
- Failure to notify Progressive within five days of a conviction under a drug or alcohol statute for a violation occurring on Progressive premises or while on Progressive business.

Moderate consumption of alcohol served at Progressive-sponsored events will not violate this policy.

**Medication:** If an employee is being treated with medication that is likely to impair his or her performance, the employee must notify his or her supervisor or Human Resources prior to commencing their work assignment.

**Discipline:** Violation of this policy will result in disciplinary action at Progressive's discretion, up to and including immediate suspension or termination of employment.

**Employee Assistance:** Early recognition and treatment of alcohol or drug abuse is important for successful rehabilitation, return to employment, and reduced personal, family, and social disruption. Progressive encourages the earliest possible diagnosis and treatment for alcohol or drug abuse, and supports sound treatment efforts. When feasible, Progressive will assist employees in acquiring services to overcome drug and alcohol abuse. Please contact Human Resources for further information.

**Testing:** Progressive, at its discretion, may require drugs and alcohol testing.

*Pre-employment:* All applicants must pass a drugs/alcohol screening before beginning work or receiving an unconditional offer of employment.

*Reasonable Suspicion:* Employees are subject to testing if a supervisor reasonably suspects them of using or being under the influence of alcohol or drugs while they are working, on Progressive's and/or client facility's premises.

*Procedures:* The employee will be requested to sign a consent form indicating his or her consent to submit to drugs or alcohol testing, and a release of medical information form indicating his or her permission to have the results released to an official of Progressive. The employee also has the option of denying consent, and can do so by signing a refusal to submit to drugs or alcohol testing form. Even though the testing is voluntary, refusal to cooperate is grounds for discipline, up to and including termination.

If the employee consents to testing, he or she will travel to the testing facility, or have transportation to the testing facility arranged by Progressive. The employee will then be requested to submit to a drugs or alcohol test. The testing will consist of a two-step procedure: an initial screening test and, if that test is positive for drugs or alcohol, a confirmation test using a different, more sensitive testing methodology. Only specimens

which test positive under both methodologies will be reported as positive by the laboratory to Progressive.

If the screening and confirmation tests confirm the presence of drugs or alcohol, the employee shall be provided with an opportunity to explain the positive test results.

Further, the employee can have the specimen tested by an independent NIDA-certified laboratory, at his or her own expense. If the screening test, confirmation test, and independent test (when applicable) confirm the presence of drugs or alcohol, and exculpatory reasons do not exist that would cause a positive result, the employee will be subject to disciplinary action, up to and including termination. Applicants who refuse to cooperate in or fail to pass a drugs or alcohol test will not be hired.

Confidentiality: Information and records relating to positive test results, drugs and alcohol dependencies and legitimate medical explanations provided to any medical review officer shall be kept confidential and maintained in secure files separate from normal personnel files. Such records and information may be disclosed among managers and supervisors on a need to know basis and may be disclosed where relevant to a grievance, charge, claim or other legal proceeding initiated by or on behalf of an employee or applicant.

Definitions:

*"Progressive Premises"* includes, but is not limited to, all building, offices, facilities, grounds, parking lots, places and vehicles owned, leased or managed by Progressive and all client facilities.

*"Illegal Drugs"* means substances whose use or possession is controlled by federal law, but which are not being used or possessed under the supervision of a licensed health care professional.

*"Refusal to Cooperate"* means to obstruct the collection process, to submit an altered, adulterated or substitute sample, or to fail to promptly provide specimen(s) for testing when directed.

*"Under the Influence of Drugs of Alcohol"* means a confirmed positive test result for illegal drugs or alcohol use.

Miscellaneous: This policy is not a contract of employment and may be modified by Progressive in its discretion. This policy applies to employees covered by collective bargaining agreements and employment contracts to the extent it is not inconsistent with such agreements and contracts. To the extent contracted employees, who are present on Progressive's premises, engage or appear to have engaged in conduct that would violate this Policy if done by an employee, such contracted employees will be barred from those premises.

## **DISCIPLINE AND TERMINATION**

When an employee does not perform satisfactorily or does not abide by our generally accepted rules of good conduct, including, but not limited to, those set forth throughout this handbook, the employee can expect appropriate disciplinary action will be taken, which may include verbal warnings, written warnings, suspension, termination and reporting the act to the appropriate state licensing board, depending on the severity of the violation.

All discipline decisions shall be made by management in its sole discretion. Any employee may be terminated by Progressive at any time with or without cause.

If any employee has incurred Board of Nursing sanctions during employment, the employee is subject to disciplinary action at Progressive's discretion, up to and including suspension or termination of employment.

Violations which will result in discipline and/or termination include, but are not limited to, the following:

1. Misrepresentation or omission of facts in obtaining employment.
2. Falsification of or altering one's time record or altering the time record of another employee.
3. Making or permitting a false or untrue record relating to any material or work.
4. Defacing, damaging, or destroying property of Progressive, any facility or other client facility or of another employee.
5. Interfering with, obstructing or otherwise hindering the production or work performance of another employee.
6. Engaging in horseplay, running, scuffling, or throwing objects on Progressive or facility property.
7. Originating or spreading false statements concerning employees, Progressive, or any medical facility.
8. Assisting any person to gain unauthorized entrance to or exit from any portion of Progressive's or any facility or hospital's premises.
9. Fighting or causing bodily injury to another, or other forms of disorderly conduct, including harassment of a fellow employee or arguing with or otherwise being disrespectful to a patient or supervisor.
10. Immoral or indecent conduct.
11. Leaving work area without permission, wasting time, loitering or sleeping during working hours.
12. Careless or inefficient performance of duties, failure to maintain professional standards or productivity.
13. Refusal to accept or follow orders or directions from a supervisor or other members of management or any other form of insubordination.
14. Operating or using any piece of equipment or property without being authorized to do so.
15. Tardiness or absence; failure to report to work without satisfactory reason.
16. Theft, pilferage, or unauthorized removal of property.

17. Smoking in areas where smoking is prohibited.
18. Bringing in, possessing or using weapons on Progressive or hospital properties.
19. Violation of Progressive anti-alcohol and/or drugs policy specified in this handbook.
20. Violations of Progressive policies outlined in other sections of this handbook or other company rules and policies, including Progressive's Code of Business Conduct and Ethics.
21. Inadequate or improper job performance.

### **ADDITIONAL POLICIES AND PROCEDURES REGARDING LOCAL TRAVEL**

Local Travel is a popular option for health care professionals who want consistency of location and assignment. More than ever, facilities are looking for consistent health care professionals to fill their long term needs. Facilities and health care professionals work together to determine mutually agreeable schedules. Contracts range from 4-13 weeks in the regional area. Please contact your Local Travel Coordinators for more information.

If you are working on local travel, Progressive and/or the facility will employ you as a temporary clinical staff member and you must agree to perform the assignment set forth in the Nurse Agreement for the entire length of the assignment. This agreement must be signed prior to the start of the assignment.

You also agree to the following conditions:

- A. You must comply with all the rules and regulations of the facility in which you are placed.
- B. You must conduct yourself in a manner that is satisfactory to the facility and to Progressive.
- C. You will be expected to work all scheduled hours as determined between yourself and the facility unless another arrangement has been made.
- D. All overtime hours must be approved by the facility.
- E. The facility may cancel a shift if the census drops to a point where they must cancel their own staff. At such time, you will be rotated in with the staff for cancellation
- F. All absent days need to be called in to both the facility and Progressive.
- G. All absent days due to illness or any other reason are to be made up at the end of the term of the assignment.
- H. Tardiness and unexcused absences will not be tolerated. The Facility will determine its policy for number of excused absences.
- I. Any problems encountered will be taken into consideration before allowing you to take another Local Travel assignment.
- J. You must complete the contracted number of hours and weeks to be eligible for applicable bonuses or special promotions that may apply.
- K. When a contract is extended you are to contact your staffing specialist for requirement details
- L. You are responsible for all parking expenses you incur while on assignment.

- M. You must provide a copy of your schedule to the Local Travel department. You may either call it in or fax it to Progressive.
- N. Failure to complete a local or national travel contract may result in disciplinary action up to and including termination.

### **LOCAL TRAVEL PAYROLL INFORMATION**

Payroll checks are distributed in exactly the same manner as described in this handbook. There may be exceptions according to specific facility procedures. Some of the facilities may expect you to fill out a different payroll form that they will fax to us on a weekly basis. We will discuss this with you at the start of the assignment. You must fax in your time record to the Payroll Department weekly (and no later than 90 days after the shift has been worked) and mark on your time record “Local Travel” assignment. Your time record must have “Yes” circled in the Local Travel column. Payroll checks will not be given out without a signed time record.

### **LOCAL TRAVEL HOLIDAYS AND OVERTIME**

The holidays recognized by each facility are different, please ask your Local Travel Staffing Specialist about the holidays that may fall within your assignment.

Overtime may be offered and worked at the facility’s discretion. If you would like to pick up an overtime shift, you must first get permission from your Nurse Manager on the unit for which you are assigned.

Please note: Any time worked at the facility that you are contracted with will be paid at your contracted rate. Overtime will be paid at time plus one-half of your regular (contract) rate.

### **LOCAL TRAVEL FLOATING/CANCELLATIONS**

When the census drops, most facilities will allow the health care professional to be rotated in with the staff for cancellation of shifts. Some facilities will expect to be able to cancel the health care professional occasionally (for example: once per pay period). Please refer to your Local Travel Staffing Specialist for the policy at the facility to which you are assigned. The health care professional is responsible to ask for a make up shift if canceled. You will be expected to float to other units according to facility needs. As a Local Traveler you will be expected to float first.

The health care professional must be willing to float to areas other than where the health care professional was originally assigned, according to facility needs. The health care professional may be required to float to areas that are not familiar to him/her but will be able to negotiate his/her assignment appropriately. Health care professionals that are not willing to float will not be considered for a Local Travel assignment.

The assignment can be extended at its conclusion upon agreement by the health care professional, facility and Progressive.

### **LOCAL TRAVEL DRUGS/ALCOHOL SCREENING AND BACKGROUND CHECKS**

Many of our client facilities require pre-employment drug screens and background checks. We cooperate fully with our clients that request this and you may need to have a drugs/alcohol screen/background check done immediately, prior to the start of an assignment.

If a health care professional refuses a drugs/alcohol screen/background check prior to employment, the facility can terminate the assignment. Also, Progressive reserves the right to terminate, restrict or deny scheduling privileges based on the results of these screening tools.

### **LOCAL TRAVEL COMPLETION / SIGN-ON BONUSES**

Local Travel health care professionals may be eligible for sign-on bonuses and completion bonuses. Contact the Payroll Specialist in your office for more information. All applicable sign-on bonuses are paid after you have completed the first two weeks of your assignment. This allows for the initial introductory period to be completed. If for any reason the facility feels that the health care professional is not qualified to complete the assignment the sign-on bonus will not be paid to the health care professional. In order to receive the bonus you must contact the Payroll Specialist in your office and request your bonus.

Completion bonuses will be available after the final shift has been completed. You must complete all assigned hours in order to be eligible for the bonus. If you have called in sick or were absent for any reason you must offer to make up any missed shifts at the end of your assignment. In order to receive the bonus you must contact the Payroll Specialist in your office and request your bonus.

If a sign on or a renewal bonus is given for a contract and the contract is not completed for any reason, the amount of the bonus will be reimbursed in full to Progressive Nursing Staffers.

### **PROGRESSIVE NURSING TRAVEL**

Progressive Nursing Travel has the ability to provide you with a full choice of travel assignments nation-wide. To be eligible to work with Progressive Nursing Travel “The National Choice for Travel” you must meet the experience criteria and other qualification standards. With your approval, we present your resume and profile to the appropriate hiring representatives.

A health care professional must be willing to make a professional commitment to a 4 to 13 week assignment and keep your commitment. To work a specific assignment your qualifications must meet the clinical requirements of the facility.

The Progressive Nursing Travel Recruiter assigned to you will work with you to develop an individualized compensation package to meet the involved parties needs. Prior to accepting an assignment and signing a employment agreement, accommodations, hourly rate, licensure requirements, travel stipend, individualized options and benefits will be discussed with your recruiter.

Progressive Nursing Travel is with you every step of the way. Your recruiter will be in touch with you throughout the length of your assignment.

### **PERMANENT PLACEMENT SERVICES**

Progressive provides nationwide career opportunities for health care professionals through their Permanent Placement division can assist you through the position search process.

As your career counselor, we assess your training, experience, needs, goals and preferences to determine the type of position and facility to which you are best suited.

As your agent, Progressive searches dozens of facilities for a number of positions that best match your qualifications, experience, goals and personality. We discuss with you the many open positions and options. With your approval, we present your resume and profile to the appropriate hiring representatives.

As your coach, we guide you through the screening, interviewing and hiring process to ensure that you succeed in finding the right position, salary and benefits package.

The best news to you is that our services to you are free. You save time and money. Our costs are paid for by the facilities nationwide. We are trusted, as professional recruiters, to save them time and energy and locate the best health care professional. At no cost to you, we are therefore able to streamline the bureaucracy and paperwork and put you at the front of the line for opportunities that are the right fit for you.

To learn more about Permanent Placement Services, or to simply to discuss your career, contact us right away.

### **EMERGENCY SITUATIONS**

If an emergency situation occurs while you are on a work assignment you will be required to follow and participate in that facility's Emergency Preparedness plan.

In the event of a local, regional or national Emergency situation, Progressive will initiate its Emergency Preparedness plan. You may be contacted by your local branch office regarding future assignments. If you are available to assist in an emergency and phone service is available you may call your local branch office to confirm this availability and assignment. In the event incoming phone service is disrupted Progressive will contact clinical staff using alternative services.

### **QUESTIONS/CONCERNS**

If you ever have a question during your assignment, you can call and ask to speak with a Staffing Specialist. Progressive is open 24 hours a day, seven days a week. If you have an emergency, you can call in during the off hours and speak with a Progressive representative. Your local branch Nurse Recruiter or Director is always available if you have any questions or concerns.

### **OUR FUTURE TOGETHER**

We look forward to a pleasant, professional working relationship. Please visit us from time to time on our web-site at: [www.progressivenursing.com](http://www.progressivenursing.com).

Approved: National Directors Advisory Board



**AGREEMENT TO COMPLY WITH  
HEALTH CARE PROFESSIONALS HANDBOOK**

I, \_\_\_\_\_ (Employee), acknowledge receipt of Progressive Nursing Staffers Health Care Professionals Handbook, and that I am responsible for knowing its contents. I understand that this handbook is Progressive Nursing Staffers property that must be returned to my supervisor, manager, or director when I leave this organization. By signing this acknowledgment, I confirm that I have read and understand Progressive Nursing Staffers handbook and the procedures contained therein. I agree to comply with the contents thereof.

I understand that this handbook does not create a contract with Progressive for any purpose and that the provisions of this handbook may be modified or eliminated at any time. I understand that nothing in the handbook is to be considered a contract of employment for a fixed period and that the employment relationship is at-will, and that either Progressive or I can terminate the relationship at any time, with or without cause or advance notice.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

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**PROGRESSIVE NURSING STAFFERS  
ANTI-HARASSMENT POLICY STATEMENT**

I, \_\_\_\_\_ (Employee), acknowledge receipt of Progressive Nursing Staffers Anti-Harassment Policy Statement.

By signing this acknowledgment, I confirm that I have read and understand Progressive Nursing Staffers Anti-Harassment Policy Statement in this handbook and the procedures contained therein. I agree to comply with the contents thereof.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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