



T R I A G E

Traveler Handbook





Welcome!

We are pleased to have you on our team. If you are already an employee, we have extended our welcome before and we appreciate the hard work you do. This handbook, however, gives us the opportunity to renew our welcome, to remind you of our established benefits and policies and to share some new ideas with you. We believe that each employee contributes directly to our success, and we hope you will take pride in being a member of our team.

This employee handbook describes some of the expectations we have of our employees and outlines some of the policies, programs and benefits available to eligible employees. Employees should familiarize themselves with the contents of this employee handbook as it will answer many questions about your employment with us.

It is also important to understand that this employee handbook does not constitute a contract. Triage, LLC (“Triage” or “Company”) retains the right to modify or abolish these policies and benefits and reserves the right to adopt new policies and benefits. The policies, practices and benefits described in this employee handbook supersede all those written and unwritten at an earlier time.

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

Sincerely,

John Maaske
Founder/CEO
September 2023



Table of Contents

Purpose of Employee Handbook.....	6
Triage is certified by the Joint Commission	7
Contacting Triage	8
Employment Policies.....	9
Equal Employment Opportunity Employer	9
Americans with Disabilities Act (ADA).....	9
Genetic Information Nondiscrimination Act	9
Respectful Workplace.....	10
Harassment and Complaint Procedure	10
Definition of Unlawful Harassment.....	11
Definition of Sexual Harassment.....	11
Complaints	12
Employee Fraternalization Policy.....	12
Diversity and Sensitivity	13
Defining Diversity	13
Managing Diversity.....	13
Workplace Conduct	13
Triage’s Code of Business Ethics	13
Compliance and Reporting.....	13
Professional Integrity	14
Confidentiality	14
Competition	14
Working Environment	14
Patient Bill of Rights	14
Standards of Workplace Conduct.....	15
Purpose	15
Procedure – Corrective Action	15
Corrective Counseling Guidelines/Recommended Actions.....	16
Management	17
Employees	18
Health and Safety.....	18
Drug Use Policy	19
Confidentiality.....	20
Substance Testing	20
Random Substance Tests	20
Post-Accident Testing.....	20
Missing Substances	20
Fitness for Duty	20
Reasonable Suspicion.....	21
Alteration of Sample	21



Collection of Samples 21

Reporting Adverse Events.....21

Resolving Workplace Complaints21

Time Away From Work 23

Holiday Schedule and Policy23

State-Mandated Sick Leave.....23

 Usage..... 23

 Payment 24

 Expiration 24

 Termination..... 24

 Time off to Vote 24

 Family and Medical Leave 24

 Eligibility 25

 Notification and Reporting Requirements 25

 Basic Regulations and Conditions of Leave 25

Medical Leave of Absence27

Jury Duty.....27

Military Leave27

Inclement Weather/ Emergency Closings27

Dependability28

General Practices..... 28

Self-Disclosure and Possible Known Conflicts of Interest28

Confidential Information and Company Property28

Compliance and Credentialing29

Bribes, Kickbacks, and Gifts29

Time Sheet Policy30

Compensation and Mandatory Deductions30

Administrative Pay Corrections.....31

Pay Days and Direct Deposit31

Reimbursable Expenses31

Referral Bonus31

Inspection and Searches31

Workers’ Compensation Policy32

Incident Reporting.....33



Incident 33
Incident Report 33
Immediate Procedure 33
Follow-Up Procedure 34

Employee Files 34

Dress Code 34

Patient Confidentiality 34

Online Social Networking Policy..... 34
Prohibited Use..... 35
Prohibited Conduct 35
Definitions 35

Ethical Aspects of Care, Treatment, Services, and Process to Address Ethical Issues 36

Employment Termination 37

Acknowledgement and Agreement 38



Purpose of Employee Handbook

Our handbook is simply the Human Resources policies written into a usable guidebook for all employees of the Company. This handbook is designed to outline the day-to-day administration of Triage's Human Resources programs. It is the responsibility of every member of management to administer these policies in a consistent and impartial manner. Its purpose is to:

- Facilitate awareness and understanding of the Company policies
- Assign responsibility for implementation
- Expedite decisions and promote consistency of interpretation and application across organization lines and over a period of time
- Eliminate the need for repetitive and time-consuming decision making on matters of a recurring nature
- Provide a record to guide future policy and serve as a framework for revisions
- Minimize the possibility of unauthorized or illegal actions

Policy Updates and Legal Requirements

New and revised policies will be issued periodically. Employees will be notified of all updates as they occur via email. If you have any questions concerning the intent of these updates, please contact your Triage representative for clarification. Suggestions for additions and revisions of policies are welcomed for consideration and should be directed to your Triage representative or next level management.

All policies are intended to be read consistent with federal, state, and local law. To the extent any policy varies from a legal requirement, the Company will follow the requirements of federal, state, or local law.



Triage is certified by the Joint Commission

This certification demonstrates Triage's commitment to providing the highest level of clinicians with quality health care facilities since 2007.

What does this mean to you as a Triage employee?

Triage employees are working for a company committed to QUALITY, SAFETY, and ETHICS.

- Opportunities in quality facilities, with employees working for one cause – patient satisfaction
- Comprehensive credentialing standards and practices ensuring your safety and experience fit best.
- Our rigorous credentialing standards and practices ensure the appropriate placement of employees based on experience and competence.

What this means to the hospital, employee and independent contractor:

Triage's promise to delivering quality service comes with the added guarantee that we meet or exceed the standards for the healthcare industry. The Joint Commission certification acknowledges our performance.

If anyone has any concerns or questions about the safety or quality of care provided by Triage, please feel free to contact us at 1-800-494-0087 or by email at safety@triagestaff.com.

How to Report Concerns to The Joint Commission

If there are additional concerns that Triage is unable to address or you are not satisfied with our response, please contact The Joint Commission at:

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
Direct Number: 1-800-994-6610
Email: complaint@jointcommission.org
Fax: 630-792-5636

Triage will not permit disciplinary action or retaliation against any employee or client who voices concerns with The Joint Commission.





Contacting Triage

Triage's normal business hours are 8am–5:00pm Central Standard Time. Please use one of the following methods to make general contact with Triage, report fraudulent or illegal acts, or a violation of Triage's Code of Business Ethics and Supporting Policies.

Mail

You have option to provide your name or you can submit information confidentially.

Triage
Attn: Human Resources
13609 California Street
Omaha, Nebraska 68154

Fax

You have option to provide your name or you can submit information confidentially via 800-701-9855.

Phone

You have option to provide your name or you can submit information confidentially via 800-259-9897, Option 0, Request HR.

Email

You can send an email using your own name or can create a confidential email using one of the internet's free email services to humanresources@triagestaff.com.



Employment Policies

Equal Employment Opportunity Employer

Triage follows all applicable federal, state and local laws prohibiting job discrimination. Religion, age, gender, sex, pregnancy, national origin, sexual orientation, race, disability, veteran's status, marital status, genetic information, citizenship, or any other classification protected by applicable federal, state or local law does not affect hiring, promotion, development opportunities, pay, or benefits.

Americans with Disabilities Act (ADA)

Reasonable disability accommodation is provided whenever possible and in full compliance with the American with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Title I and Title V of the Americans with Disabilities Act of 1990, as amended, protect qualified individuals from discrimination on the basis of disability in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. Disability discrimination includes not making reasonable accommodation to the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or employee, barring undue hardship.

Genetic Information Nondiscrimination Act

Title II of the Genetic Information Nondiscrimination Act of 2008 protects applicants and employees from discrimination based on genetic information in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. GINA also restricts employers' acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees, or their family members; the manifestation of diseases or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, employees, or their family members.

Triage encourages the reporting of all perceived violations of this policy regardless of the offender's identity or position. Any applicant or employee who believes, in good faith, that the actions of an employee, customer or vendor violate this Policy has a responsibility to report the conduct immediately to their supervisor or Human Resources, even if the applicant or employee who observes the conduct is not the subject of discrimination. The ability to provide details, including names, dates and descriptions of the concerning conduct or statements made, will enhance greatly Triage's ability to conduct an appropriate investigation.

Complaints of discrimination shall be investigated thoroughly in a prompt, impartial, and discreet manner. Triage will determine the manner and the method of any investigation as well as what action, if any, should be taken during and at the conclusion of the investigation.

If an applicant or an employee who has made a report of discrimination to their Triage Representative is not satisfied with the handling of the complaint at the local level, they should immediately bring their concerns to the attention of Human Resources.



All employees are prohibited from engaging in any form of retaliation against any employee who has reported conduct they believe to be discriminating or who has assisted Triage in its investigation into a complaint of discrimination, or from knowingly permitting another person to retaliate on their behalf. Any employee who believes they have been subjected to retaliation should immediately report their concerns to their Triage Representative or Human Resources.

If Triage reasonably and in good faith determines that an employee has: (1) violated this Policy, regardless of whether the violation was intentional or unintentional; (2) failed to cooperate with Triage and its investigation into a complaint of discrimination; or (3) knowingly filed a false complaint of discrimination or knowingly provided false information in the course of an investigation into a complaint of discrimination, Triage may impose disciplinary action, up to and including termination of employment.

Respectful Workplace

Triage defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment.” Such behavior violates Triage’s workplace discrimination and harassment policy, which clearly states that all employees will be treated with dignity and respect.

The purpose of this policy is to communicate to all employees that Triage will not tolerate harassment behavior. Employees found in violation of this policy will be disciplined up to and including termination.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of harassment is made, the intention of the alleged bully is irrelevant and will not be given consideration when determining appropriate disciplinary action. It is the effect of the behavior upon the individual that is important. Triage considers the following types of behavior examples of harassment:

Verbal harassment: Slandering, ridiculing, or maligning a person or his or her family; persistent name-calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.

Physical harassment: Pushing, shoving, kicking, poking, tripping, assault, or threat of physical assault; damage to a person’s work area or property.

Gesture harassment: Nonverbal threatening gestures or glances that convey threatening messages.

Exclusion: Socially or physically excluding or disregarding a person in work-related activities.

Harassment and Complaint Procedure

Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 (Title VII), as amended, as well as many state laws. Harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity,



marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law, is prohibited.

It is Triage's policy to provide a work environment free of sexual and other harassment. To that end, harassment of Triage's employees by management, supervisors, coworkers, or nonemployees who are in the workplace is absolutely prohibited. Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. Triage will take all steps necessary to prevent and eliminate unlawful harassment.

Definition of Unlawful Harassment

"Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or other characteristic protected by state or federal law.

Definition of Sexual Harassment

"Sexual harassment" is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual's employment or as a basis for employment decisions; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, comments about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons including transmission or display via computer or phone;



- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; and
- Discussion of one's sexual activities.

Retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated at Triage.

Complaints

An employee, who feels that he or she has been harassed by any supervisor, coworker, vendor, or other person in the workplace, or who has witnessed harassment of another, has several options. Whenever possible, the person doing the harassing should be told, politely but firmly, that such conduct is not acceptable. In any case, the complaint of harassment should be reported immediately.

All employees are strongly encouraged to take appropriate action as soon as possible if they feel they are being harassed or witness harassment of others. All Triage Representatives who become aware of harassment or receive a complaint of harassment must promptly notify Human Resources either by phone or at humanresources@triagestaff.com.

All complaints of harassment will be promptly and thoroughly investigated; if the complaint is justified, corrective action appropriate to the circumstances will be taken. All complaints and all information given during an investigation will be treated as confidentially as possible, subject to the need to conduct a full and fair investigation, and to inform those individuals who will be involved in any corrective action.

Under no circumstances will any person who in good faith makes a complaint of harassment, or assists in its investigation; be subject to any form of retribution or retaliation. Any person who makes or participates in such retribution or retaliation, directly or indirectly, will be subject to severe corrective action.

Employee Fraternization Policy

Triage wants to preserve a working environment that has clear boundaries between personal and professional relationships. We believe this is the best practice for conducting business in a professional manner. This policy establishes clear boundaries regarding how relationships develop at work and within the confines of the work area.

During working hours and in work areas, employees of Triage are expected to keep all personal interactions limited and at a professional level to avoid distracting or offending others.

Employees are prohibited from engaging in any physical interactions that would be inappropriate in the work area. What constitutes inappropriate conduct is in the discretion of Triage.



Employees who engage in personal relationships with others and allow these relationships to negatively affect the working environment will be subject to disciplinary action. If said employees fail to change their behavior after disciplinary action takes place, they may be subject to termination.

Romantic relationships between supervising, managing or executive employees and subordinates are strictly prohibited. If a relationship does develop between a supervising employee and their subordinate, management should be notified immediately so that a department transfer may be considered.

Diversity and Sensitivity

Triage affirms, through deliberate execution, diversity and multiculturalism as important organizational values. Triage values and regards diversity as an organizational asset, utilizing the strengths and benefits it brings to maximize our ability to achieve Triage's mission.

Defining Diversity

Triage defines diversity and multiculturalism as any aspect that differentiates people from one another. Aspects of personal and cultural backgrounds include race, color and ethnicity, nationality and national origin, citizenship, ancestry, gender and gender identity, age, religion and creed, physical and mental abilities, disabilities, sex, sexual orientation, socio-economic status, political affiliation, Veteran and active armed service status, job level, job responsibilities and experience.

Managing Diversity

Managing diversity is the set of actions that Triage takes to establish and support a culture in which personal and cultural backgrounds are leveraged effectively, thereby allowing Triage to attract and retain a diverse workforce, build organizational and individual capabilities to respect and manage similarities and differences, provide culturally competent care, enhance our relationships with the variety of diverse audiences that we serve.

Workplace Conduct

Triage's Code of Business Ethics

Our employees are expected to adhere to the principles and procedures set out in the [Triage Code of Business Ethics](#).

Compliance and Reporting

Employees should identify and voice potential issues before they become problems and ask about the application of this Code if there is any doubt. Employees of Triage are protected, to the extent provided by law, against retaliation by Triage when they provide information, assist or participate in a proceeding or in an investigation by a federal regulatory or law enforcement agency, Congress, or Triage itself, regarding conduct which the employee reasonably believes constitutes a violation of this Code. All reports made in good faith will be kept confidential if requested to the extent practicable but in order to conduct an effective investigation it may not be possible to maintain such confidentiality.



All questions relating to this Code and its application should be addressed to the Human Resources Department.

Professional Integrity

Employees should strive to conduct all business dealings and relationships with the highest levels of integrity, honesty, kindness and respect for others. Employees must loyally and faithfully serve our principals and always treat customers, clients, patients, and patients' families fairly. No employee shall take unfair advantage of anyone through manipulation, concealment, abuse of privileged or confidential information, misrepresentation of material fact, or any unfair-dealing practice.

Confidentiality

In operating our business, employees often acquire confidential or proprietary information about Triage, and its customers, prospective customers and other third parties. Employees must maintain the confidentiality of all such information, except when disclosure is authorized or legally required.

Competition

In the past, Triage has succeeded through fair and honest business competition. Triage does not seek competitive advantage through illegal or unethical business practices. Each of our employees must deal fairly with Triage's customers, service providers, suppliers, competitors and other employees.

Working Environment

Triage believes in a workplace that is healthy, safe, and productive. Employees may not possess illegal drugs or alcohol, nor may they be under the influence of illegal drugs or alcohol during employment hours.

Patient Bill of Rights

From the Association of American Physicians and Surgeons (AAPS)

1. To seek consultation with the physician(s) of their choice;
2. To contract with their physician(s) on mutually agreeable terms;
3. To be treated confidentially, with access to their records limited to those involved in their care or designated by the patient;
4. To use their own resources to purchase the care of their choice;
5. To refuse medical treatment even if it is recommended by their physician(s);
6. To be informed about their medical condition, the risks and benefits of treatment and appropriate alternatives;
7. To refuse third-party interference in their medical care, and to be confident that their actions in seeking or declining medical care will not result in third-party-imposed penalties for patients or physicians;
8. To receive full disclosure of their insurance plan in plain language, including:
 - a. Contracts: A copy of the contract between the physician and health care plan, and between the patient or employer and the plan



- b. Incentives: Whether participating physicians are offered financial incentives to reduce treatment or ration care;
- c. Cost: The full cost of the plan, including copayments, coinsurance, and deductibles;
- d. Coverage: Benefits covered and excluded, including availability and location of 24-hour emergency care;
- e. Qualifications: A roster and qualifications of participating physicians;
- f. Approval procedures: Authorization procedures for services, whether doctors need approval of a committee or any other individual, and who decides what is medically necessary;
- g. Referrals: Procedures for consulting a specialist, and who must authorize the referral;
- h. Appeals: Grievance procedures for claim or treatment denials;
- i. Gag Rule: Whether physicians are subject to a gag rule, preventing criticism of the plan.

Standards of Workplace Conduct

The highest priority for Triage is to provide excellent patient care. The level of excellence and quality of service provided depends largely on the competencies and professional conduct of you as an employee. Triage will strive to offer a harmonious and orderly work environment that promotes respect among employees and will support you in your efforts to achieve the highest level of professionalism. To ensure that these patient care, service and work environment objectives are continually met, you, and all employees, are expected to adhere to established rules and standards of conduct. Failure to follow Triage's standards of conduct and rules will result in corrective or disciplinary action.

Purpose

- Triage will support employees in their efforts to meet performance expectations. When performance problems occur, the disciplinary approach will focus on solving the problems through a process of corrective counseling.
- The corrective counseling process will center on communicating an expectation of change and improvement rather than future problems or eventual termination.
- Corrective counseling will focus on identification—for example, the difference between the performance or conduct required and the performance or conduct exhibited by the employee. When appropriate, a progressive approach may be utilized.
- In administering this policy, each department will apply objective and fair application of corrective action consistently, objectively and fairly according to the following guidelines.

Procedure – Corrective Action

There are three types of corrective action: a verbal reminder, a written reminder and discharge. The process usually begins with a verbal reminder and can progress to discharge if the poor performance or undesirable conduct is not improved or corrected. The process may also include the development of a written plan of corrective action and referral to Clinical Director. These actions depend on the situation and on what type of corrective action is being applied.



Verbal Reminder: A verbal reminder is documented in department file and is not always required prior to written reminder.

Written Reminder: A written reminder is documented in employee's file and requires the development of written plan of corrective action by the employee. Employee will be advised of employee assistance services and will remain in effect for one year if no further violations. Transfer to another position will not be permitted during written reminder timeframe.

Discharge: Discharge is not viewed as a step in positive discipline. It is most often considered final recourse. Discharge may occur after corrective steps have not resulted in the desired performance or conduct or when an employee's behavior warrants drastic action. A manager who recommends discharge will consult with the Clinical Coordinator prior to discussing the discharge with the employee.

Corrective Counseling Guidelines/Recommended Actions

The following guidelines are for use in normal situations and should be followed in most cases where corrective counseling is necessary. Due to extenuating circumstances, the guidelines may be altered when it is determined to be necessary to protect the welfare of our patients, visitors or fellow employees.

The following infractions or types of infractions will result in a verbal or written reminder depending on the circumstances:

- Failure to follow department procedures or established customer service/patient satisfaction standards of performance.
- Hindering or restricting normal operations or inciting others to do so.
- Insubordination—initial refusal but subsequent compliance with instructions of supervisor.
- Loitering or loafing while on duty.
- Horseplay, disruptive activity or other forms of disorderly conduct.
- Failure to meet an established standard of performance including established customer service/patient satisfaction standards of performance.
- Disregard of one's appearance, uniforms, dress or personal hygiene including non-compliance with appropriate dress code or professional business wear policies.
- Solicitation, distribution, or posting of provocative, controversial, and/or inflammatory.
- Failure to properly wear ID badge on premises.
- Creating unsafe or unsanitary conditions or allowing unsafe or unsanitary conditions to continue.
- Violating Triage regulations or regulations of any division, department or service of the facility.
- Any conduct considered detrimental to patient care, fellow employees or facility operations.
- Gambling on facility premises.
- Failure to follow general safety guidelines or universal precautions.
- Failure to treat customers, patients, visitors, physicians and/or employees with courtesy and respect.



T R I A G E

- Failure to follow communication performance standards with customers, patients, visitors and/or employees, whether in person or on the telephone. This includes inappropriate or excessive personal cell phone usage in work areas and during work hours.
- Failure to follow established customer service and patient satisfaction standards of performance relating to preserving patient privacy and confidentiality.

NOTE: The above infractions are not all inclusive.

The following are major infractions and will result in discharge:

- Soliciting or accepting tips from patients, visitors, physicians or any other employees.
- Negligence or irresponsibility involving patient care or any client operation.
- Physical or verbal abuse of patients, visitors, physicians or employees.
- Unauthorized access, use or disclosure of confidential patient information or inappropriate discussion of patient information in public areas.
- Illegal conduct. Employee may be suspended without pay until matter is settled.
- Possession, use, sale or distribution of illegal narcotics and/or controlled substances.
- Unlawful possession of firearms or other concealed weapons.
- Theft of patient, visitor, physician, employee or facility property.
- Deliberate destruction or misuse of facility, employee, patient, physician or visitor property.
- Failure to comply with facility's hazardous and infectious waste safety guidelines and regulations.
- Falsification of Triage records or information, including application and timesheet.
- Insubordination - absolute refusal to comply with instructions from an authorized supervisor.
- Unauthorized use or possession or distribution of alcohol or other drugs on facility premises; reporting to work with the odor of, under the influence of, or test positive for alcohol or other drugs.
- Fighting or provoking a fight on Triage or facility premises.
- Sleeping while on duty.
- Use of abusive or obscene language; acting in a defamatory or disrespectful manner to any employee, patient, physician or visitor.
- Threatening, intimidating or sexually harassing employees, patients, physicians or visitors.
- Any conduct considered detrimental to patient care, fellow employees or client operations.
- Propping doors open, entering unauthorized areas or otherwise violating or bypassing security systems or policies.
- Failure to call off or report to work for three consecutive shifts.
- Use of any video or audio recording devices, including but not limited to tape recorders, video cameras, still cameras including cell phone cameras.

NOTE: The above infractions are not all inclusive.

Management

Investigation must be thorough and objective. In the investigation, management will discuss the facts with those involved before a decision is made on the appropriate action. The investigation should be done immediately upon discovery of the incident or realization of the performance deficiencies.

- Corrective counseling must be timely. A counseling session must be held as close as possible to the discovery of the incident or realization of performance deficiencies. Within two to three days following the investigation is usually best.
- Confidentiality and privacy must be maintained. A corrective counseling session should be conducted in a private setting with strict confidentiality maintained during the investigation and counseling session.
- Corrective counseling should include a plan of correction and improvement. As part of the counseling session, a personal plan of action should be developed by the employee to correct the situation. Following a Decision-Making Leave, a plan of action is required. The employee must meet with the Triage Representative in charge and complete the plan of action prior to beginning the next scheduled shift.
- Proper documentation must be maintained. As in all situations of counseling, proper documentation is necessary. This includes working with the employee to set specific and measurable goals to reach the agreeable outcome.

Managers are expected to consider past performance, length of service and previous 12-month disciplinary record when determining the proper level of corrective action.

Employees

- Strive to maintain a record of excellence. Understand Triage's policy regarding performance and conduct.
- Cooperate in two-way communication with management regarding performance and conduct issues.
- Seek clarification from management to prevent performance or conduct problems in situations where rules or standards may be unclear.
- Report performance or conduct problems that may threaten safe and effective patient care and/or client operations.
- Utilize internal processes to resolve disputes that may arise regarding the corrective counseling process.

Health and Safety

Triage believes in a workplace that is healthy and safe, as well as productive. The workplace must be free of illegal drugs, alcohol, violence, weapons and threats. Employees may not possess illegal drugs or alcohol at the workplace, nor may they be under the influence of illegal drugs or alcohol during employment hours.

Being unable to practice healthcare safely due to use of drugs, alcohol, chemicals, or the possession or distribution of controlled drugs for other than legitimate purposes is a violation of the State Nurse Practice Act that can result in disciplinary action taken by Triage, including termination and reporting to the State Board of Nursing where the abuse took place. Action taken against a nurse's license is up to each State's Board of Nursing. If the Nurse Practice Act has been violated, Triage will report the



abuse to the Department of Health and the State Board of Nursing for the state in which the violation occurred immediately upon notification.

Employees may not be impaired in the performance of their job duties by other medications, whether obtained by prescription or over-the-counter. No employee shall perform safety sensitive functions while using any medication, that their doctor or pharmacist has advised may impair their ability to safely perform the tasks at issue.

Accordingly, employees must notify their manager promptly of the situation rather than undertake the task. Employees are encouraged to self-report in these situations. Employees may report directly to Triage's Human Resources department for Clinical Staff, the State Board of Nursing, the Department of Health of the state in which they are working, or the organization that has certified the employee. Triage staff can assist the employee in obtaining appropriate treatment, continuing care, and ongoing support.

Although Triage does not provide the evaluation and/or treatment required, Triage will provide referrals to Board-approved Addictionist, Psychiatrist, and/or other treatment professionals. These Addictionists, Psychiatrists, and/or treatment providers are located throughout the United States and referrals will be made to a provider geographically closest to the employee's place of residence.

Any person suspecting impairment of a Triage employee's ability to provide safe nursing care may report this employee to the Department of Health. In many states, mandatory reporting laws state that all licensed nurses must report any suspected impairment in practice to the Department of Health or applicable state agency.

Drug Use Policy

Triage is committed to staffing safe, healthy and productive employees who are free of unlawful drugs as classified under local, state and federal laws (including medical marijuana) while employed by Triage (on and off duty). Employees working while under the influence of drugs pose a health and safety risk to themselves, co-workers and patients.

Prior to employment, every candidate will be required to pass a drug screen with negative results. Substance testing may be conducted via breath, saliva, urine, blood, and/or hair in accordance with Triage policy. The test will screen for amphetamines, barbiturates, cocaine, marijuana, methadone, methaqualone, opiates, phencyclidine (PCP), and propoxyphene, in addition to any additional drugs required by the facility at which the Triage employee is placed.

Should a candidate fail their initial drug test, they will have the option of re-testing within 48 hours from the time of notification by their Compliance Coordinator.

Employees are required to pass a drug screen with negative results at least once a year while employed by Triage or prior to every new assignment, whichever comes first. An individual who tests positive on a drug screen while on assignment will have 48 hours from the time of notification by their Compliance Coordinator to take a second drug screen. In addition, Triage's Clinical Director will reach out to the candidate by phone within 24 hours of the positive drug screen. The Clinical Director will



provide clearance to the Compliance Department if they decide the candidate is fit for employment. If the result of the second drug screen is negative, the employee may be subject to random drug screens for the remainder of their employment with Triage.

If the employee has a positive drug screen at any point during their employment with Triage, they will be referred to the Clinical Department and may be subject to immediate termination or cancellation of their assignment.

Confidentiality

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the Medical Review Officer shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files. Such records and information may be disclosed among managers and Triage Representatives on a need-to-know basis and may also be disclosed where required in a legal proceeding initiated by or for an employee or applicant.

Substance Testing

Refusal to submit to testing or leaving the assignment prior to the substance test without permission of the Triage Representative, or refusal to cooperate in any way with the testing in process, may lead to immediate termination of employment.

Random Substance Tests

Triage may periodically conduct substance tests based on breath, saliva, urine, blood, and/or hair samples under any of the circumstances noted below. At the discretion of Triage, employees suspected of violating this policy may be placed on leave without pay pending test results. If test results are negative, the employee will be reimbursed for any pay lost during this leave.

Post-Accident Testing

If Triage has reasonable cause to believe an employee has caused an on-the-job injury that is considered recordable under OSHA guidelines (i.e., requiring medical treatment) as a result of being under the influence, Triage may require the injured employee to undergo a post-accident substance test.

Missing Substances

This portion of the Drug Policy applies to any employee employed by Triage who has access to controlled substances. When there is a medication administration/handling discrepancy or where a substance is missing, all Triage employees who were involved in the handling of, or had access to, the missing substance will immediately be required to submit to a substance test. Employees who admit to diversion of medications will undergo substance testing. The employee may also be reported to the Board of Nursing in the state which they are working.

Fitness for Duty



Employees suspected to be unfit for duty as a result of the use or reasonably suspected use of substances will be subject to substance testing.

Reasonable Suspicion

Triage may also require an employee to submit to an alcohol test if the employee's supervisor and or any employee of a Triage assignment facility has a reasonable belief that the employee is using, is under the influence of, is in the possession of alcohol or has otherwise violated this policy's prohibition on the use of substances.

Alteration of Sample

Specimens reported by the testing laboratory as adulterated or substituted will be considered a refusal to test, and therefore may lead to immediate termination of employment or ineligibility for hire.

Collection of Samples

Testing samples will be collected by a laboratory. Collection of samples will be performed under reasonable and sanitary conditions. The chain of custody of the sample will be recorded, and this record should be retained.

Reporting Adverse Events

Employees must notify Triage of:

- Loss of license or other penalties imposed by state licensing agencies;
- Loss of Drug Enforcement Administration (DEA) certificate or other penalties placed on it;
- Any investigation initiated regarding reductions in privileges or other penalties placed on provider by facilities at which appointments are currently held;
- Reductions in privileges or other penalties placed on provider by facilities at which appointments are currently held;
- Any investigation initiated regarding participation in Medicare/Medicaid;
- Any sanction or exclusion imposed restricting participation with Medicare/Medicaid;
- Any charge of a misdemeanor or felony related to the practice of medicine or crimes against children, or any members of vulnerable populations;
- Any action, whether voluntary or involuntary, to enter a substance abuse treatment program;
- Any other significant professional problem and/or
- Any malpractice claims and/or any private negotiation or settlement of a claim alleging professional malpractice.

Failure to report may be grounds for automatic and permanent termination of employment.

Resolving Workplace Complaints

Triage wishes to provide a comfortable, productive, legal and ethical work environment. To this end, Triage wants you to bring any concerns you have about the workplace (either Triage's or client



facility) to the attention of your Triage Representative and, if necessary, Triage Human Resources. In light of these concerns we have instituted the following procedures:

If you feel that there is inappropriate conduct or activity on the part of Triage, management, its employees, vendors, customers, clients, or other persons or entities related to Triage, we request that you bring these concerns to the immediate attention of your Triage Representative.

Please try to approach your Triage Representative at a time that will allow the Triage Representative to properly listen to your concerns. If you have discussed this matter with your Triage Representative previously and you do not believe that you have received a sufficient response, we request that you present your concerns to your Triage Representative in writing. Please indicate what the problem is, those persons involved in the problem, and any suggested solution you may have to the problem.

If you do not receive a sufficient response to your written complaint, or if your Triage Representative is the problem, you should contact Triage Human Resources. If you consider the matter an emergency, legal, ethical or safety issue, use your best judgment to expedite the complaint process.

Triage's Human Resource personnel may have a conference with you, a client representative and your Triage Representative or with each party individually.

It is the purpose of these procedures to help maintain a positive work environment with respect and responsibility towards each other. Triage cannot promise that your specific concern or complaint will result in the action you request or that you will be satisfied with the outcome.



Time Away From Work

Holiday Schedule and Policy

Triage recognizes six days during the year as paid holidays. Triage observes the following federal holidays:

New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

Holidays will be paid in accordance to the agreed upon holiday rate listed on employee's Assignment Agreement for any hours worked between 12:00AM and 11:59PM on the holidays listed above.

State-Mandated Sick Leave

Triage employees working in states with state-mandated sick leave, will accrue sick leave in accordance with applicable state law.

Employees will accrue sick leave hours according to state law provisions. All hours worked are included in the calculation of sick leave with the exceptions of On Call hours and Meal Penalty earnings codes. Hours are not guaranteed in the accrual of sick leave. Employees may only accrue up to the maximum hours of sick leave per calendar year set forth by the state. Once an employee reaches the maximum number of hours, they will not accrue additional sick leave until they have used accrued time and have dropped below the maximum. Once below the maximum hours, the Employee will begin accruing additional sick leave. Employees will not receive retroactive credit for the hours worked while they were at the accrual cap limit.

Employees are not eligible to accrue sick leave during periods when on personal leave or between assignments.

Usage

Triage will follow the law on any accrual and usage caps set forth by the [state policy](#). Employees are only able to use up to the amount of sick leave that they have accrued at the time of the absence, and balances are not permitted to go into the negative.

Employees are responsible for requesting the use of sick leave on their weekly timesheet. If an employee is using sick leave that spans a whole pay week, the employee must send in a timesheet



noting the sick leave request. If a request to use sick leave has not been submitted, sick leave will not be applied, and the time will go unpaid.

Payment

Sick leave will be paid in accordance with state law. Sick leave is not considered as time worked in the computation of Overtime, Double Time or the Weekly Expense Reimbursement (Stipend)/Per Diem. Sick leave does not count as hours worked. If an Employee must take time off but has not accrued enough sick leave, or if the Employee chooses not to use accrued sick leave, the time off will be unpaid.

Employees will not be eligible to receive pay instead of sick leave. Unused sick leave will not be paid out. However, upon rehire within the state-determined period of time, employee's unused sick leave balance will be restored and resume accrual.

Expiration

Unused sick leave hours left at the end of the calendar year will follow any carry-over laws set forth by the state but will not exceed the maximum accrual amount.

Termination

Any Employee whose assignment is terminated for any reason, either by themselves or by the client, will not be paid out accrued and unused sick leave.

Time off to Vote

Triage encourages all employees to vote. It is the policy of Triage to comply with all [state election law requirements](#) with respect to providing employees, when necessary, with time off to vote. If an Employee takes time off to vote, that time will be considered unpaid time off.

Family and Medical Leave

A "family and/or medical leave of absence" is an unpaid leave of absence available for eligible employees for up to 12 weeks during a 12-month period for the following reasons: the birth of your child and to care for the newborn child; the placement of a child with you for adoption or foster care; when you are needed to care for a child, spouse, or parent who has a serious health condition (as defined by the FMLA); when you are unable to perform the functions of your position because of a serious health condition (as defined by the FMLA); or for Military Family Leave (see below).

A "serious health condition" is an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment (as defined by the FMLA) by a health care provider.

"Continuing treatment by a health care provider" includes any one or more of the following: (a) an absence of more than three full, consecutive calendar days that also involves treatment by a health care provider two (2) or more times in-person within 30 days of the onset of incapacity, or in-person treatment by a health care provider on one (1) occasion that results in a regimen of continuing



treatment, in both cases where the first in-person health care provider visit occurs within the first seven (7) days of incapacity; (b) any period of incapacity due to pregnancy or prenatal care; or (c) any period of incapacity due to (i) a chronic serious health condition, (ii) a condition that is permanent or long-term, or (iii) a condition that requires multiple treatments. An employee with a chronic serious health condition must visit a health care provider in-person at least twice per year.

Eligibility

To be eligible for leave, you must have been employed for at least 12 months in total within the previous seven (7) years; must have worked at least 1,250 hours during the twelve-month period immediately preceding the commencement of the leave; and must be employed at a worksite where 50 or more employees are employed within 75 miles of that worksite.

For purposes of determining your eligibility for leave, a rolling 12-month period, measured backward from the date an employee uses any FMLA leave, will be used. That is, each time you take FMLA leave, the remaining leave entitlement would be any balance of the 12 weeks which has not been used during the immediately preceding 12 months. The right to take a leave for the birth or placement of a child expires 12 months after the birth or placement of the child.

Notification and Reporting Requirements

When the need for leave is foreseeable, such as the birth or adoption of a child, or planned medical treatment, you must provide reasonable prior notice (normally 30 days advance notice) and, for medical treatment, must make reasonable efforts to schedule leave so as not to disrupt Triage's operations. If the need for leave is not foreseeable at least 30 days in advance, or is unforeseeable, you must notify human resources as soon as practicable upon learning of the need for leave. You must follow Triage's normal call-in and other procedures when requesting leave. If appropriate notice has not been given, leave may be denied until such notice is provided.

You do not need to share your medical diagnosis. However, you must provide enough information to allow Triage to determine whether the leave qualifies for FMLA protection. Sufficient information includes informing Triage that: (1) you are or will be unable to perform your job functions, (2) a family member cannot perform daily activities, or (3) that hospitalization or continuing medical treatment is necessary. You must also tell Triage if the need for leave is for a reason which FMLA leave was previously taken or certified.

In case of illness, you will also be required to report periodically your leave status and intention to return to work. Such notification must normally be provided every 30 days unless the medical certification indicates that the minimum duration is more than 30 days. Triage requires subsequent recertification of a medical condition upon the expiration of the certification. If the medical certification covers an on-going or chronic condition, Triage will require recertification every 6 months. Failure to comply with certification requirements will result in denial of family or medical leave. Employees returning to work from their own serious health condition will be required to provide a doctor's certification releasing them to work.

Basic Regulations and Conditions of Leave



Triage will require medical certification to support a claim for leave for an employee's own serious health condition or to care for a child, spouse or parent with a serious health condition. For the employee's own medical leave, the certification must include a statement that the employee is unable to perform 1 or more of the essential functions of the position. For leave to care for a seriously ill child, spouse or parent, the certification must include an estimate of the amount of time the employee is needed to provide care. In its discretion, Triage may require a second medical opinion and periodic recertification at its own expense. If the first and second opinions differ, Triage, at its own expense, may require the binding opinion of a third health care provider, approved jointly by Triage and the employee.

If medically necessary for a serious health condition of the employee or the employee's spouse, child or parent, leave may be taken on an intermittent or reduced leave schedule. If leave is requested on this basis, however, Triage may require the employee to transfer temporarily to an alternative position which better accommodates recurring periods of absence or a part-time schedule, provided that the position has equivalent pay and benefits. An employee needing intermittent FMLA leave or leave on a reduced schedule basis must make a reasonable effort to schedule their leave so as not to disrupt the employer's operations. An employee requesting unforeseeable intermittent FMLA must also follow Triage's normal call-in procedures. Triage does not permit bonding leave to be taken intermittently.

If an employee fails to provide the required medical certification or submits a medical certification that is incomplete or insufficient, Triage will advise the employee in writing as to what additional information is needed and give the employee seven (7) calendar days to complete and return the form. Triage reserves the right to allow an administrative employee who is not the employee's Triage Representative to contact the employee's health care provider to obtain authentication and/or clarification if the employee fails to provide adequate information on the medical certificate. Triage may delay or deny leave due to the employee's failure to provide adequate information.

Triage reserves the right to require the employee giving notice of the need for leave to care for a seriously ill child, spouse or parent to provide reasonable documentation or statement of the family relationship. Triage will not use this request in a manner that interferes with an employee's exercise or attempt to exercise their FMLA rights.

Spouses who are both employed by Triage are entitled to a total of 12 weeks of leave (rather than 12 weeks each) for the birth or adoption of a child, or care of a parent with a serious health condition.

Employees requesting a leave pursuant to this policy will be required to use any paid time off (including parental leave pay) for which they are eligible. The employee must follow Triage's paid leave policies in order to use paid leave.

Upon an employee's return from FMLA leave, the employee will be restored to the same or nearly identical job with equivalent pay, benefits, and other employment terms and conditions.

If an employee fails to return to work on the agreed-upon return date, and has not notified Triage, Triage will assume that the employee has resigned. Triage will not interfere with an employee's FMLA rights or retaliate against an employee for: (1) using or trying to use FMLA leave, (2) opposing



any practice made unlawful by the FMLA, or (3) being involved in any proceeding under or related to the FMLA. If an employee feels Triage interfered, restrained, or denied their FMLA rights, the employee may file a complaint with the U.S. Department of Labor at 1-866-4-USWAGE or www.dol.gov/whd, or may initiate a private complaint.

Once Triage becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, Triage will notify the employee if he or she is eligible for FMLA leave. If the employee is eligible, Triage will provide the employee with a notice of rights and responsibilities under FMLA. If the employee is ineligible, Triage will provide the reason for the ineligibility.

Triage will notify employees whether the leave will be designated as FMLA leave, and if so, how much leave is designated as such.

Medical Leave of Absence

Triage recognizes that a temporary disability may preclude an employee's attendance at work. In such cases, Triage does not have a predetermined specified period of time in which this unpaid leave is granted. Rather, Triage will attempt to reasonably accommodate the needs of the employee as well as the needs of Triage. If a leave is granted, any extensions will be subject to the same considerations.

Employee may be required to provide a doctor's statement identifying the temporary disability, the date and the estimated date of return and, where appropriate, diagnosis and prognosis. At any time during a temporary leave, your Triage Representative may request that you furnish a written statement(s) of their health. Prior to returning to employment with the Triage, you will be required to submit written medical certification of their ability to work, including any restrictions. Upon returning to work, if employees qualify, they will be reinstated to their former position or one that is substantially the same, depending upon the availability of any position at that time.

Jury Duty

If you are summoned for Jury Duty, Triage will follow all state [applicable laws](#) as to the state in which you are a permanent resident. Triage will require proof of jury duty with official documentation from the state. Time spent on jury duty may be taken as unpaid personal leave. No pay is given to employees called to jury duty.

Military Leave

Triage supports its current and veteran service members and will follow all applicable laws. Time spent on military duty may be taken as unpaid personal leave. No pay is given to employees called to military duty.

Inclement Weather/ Emergency Closings

Emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt your daily operations. In the event of such an emergency, please contact your Triage Representative and direct facility supervisor should you have questions on reporting to your scheduled shift.



Dependability

Triage reserves the right to terminate any employee on the grounds of undependability, work performance or attitude that results in complaints from the client, and/or employee policy infractions. Repeated cancellations, last minute cancellations, frequent absences, consistent personal emergencies that affect work performance, poor work performance; breach of patient or the client confidentiality, and/or related circumstances or policy infractions may result in termination of employment.

General Practices

Self-Disclosure and Possible Known Conflicts of Interest

Management and employees will ensure an ongoing competitive environment by avoiding any activities or circumstances that could create any perception of conflict of interest. These policies are designed to prevent any actual or perceived conflicts of interest. Actions that may involve a conflict of interest must be avoided both in business and personal relationships and activities. Every employee of Triage is required to disclose any conflict of interest which he or she may have regarding any dealings involving any relationship with any vendor or customer and agrees to exclude him or herself from all matters involving said vendor or customer.

If you feel that you have a conflict of interest, please contact your Triage Representative as soon as the conflict is known. Depending upon the conflict, Triage may be required to take certain reasonable steps to avoid and/or report the conflict of interest.

Confidential Information and Company Property

During your employment at Triage, you may have access to confidential and proprietary data, which is not known by competitors or within Triage's field of business generally. This information (hereinafter referred to as "Confidential Information") includes, but is not limited to: data relating to Triage's marketing and servicing programs; procedures and techniques; the criteria and formula used by Triage in pricing its products and services; the structure and pricing of special packages that Triage has negotiated; lists of customers and prospects; the identity, authority and responsibilities of key contacts at Company accounts; the composition and organization of accounts' businesses; the peculiar risks inherent in their operations; proprietary or trade secret information; sensitive details concerning the structure, conditions, and extent of their existing products and services; contract expiration dates; proprietary software, engineering, Web applications and analysis tools; information about employees and customers of Triage; present and/or future development projects of Triage; financial and/or marketing data; ideas, inventions, trademarks, copyrights, patents, business information, know-how, processes, techniques, improvements, designs, redesigns, creations, discoveries and developments of Triage; and other data showing the particularized requirements and preferences of the accounts. This Confidential Information is an asset of Triage, developed over a long period of time and at substantial expense.



To protect Triage's interest in this valuable asset, you must (a) not use any such Confidential Information for your personal benefit or for the benefit of any person or entity other than Triage, and (b) use your best efforts to limit access to such Confidential Information to those who have a need to know it for the business purposes of Triage.

During your employment with Triage, you may be provided with and may generate correspondence, memoranda, literature, reports, summaries, manuals, contracts, customer lists, prospect lists, and other documents and data concerning the business of Triage. Any and all such records and data, whether maintained in hard copy or on a computer or other medium, is the property of Triage, regardless of whether it is or contains Confidential Information. Upon termination of your employment at Triage, or upon any request by Triage at any time during or after your employment with Triage, you are required to return all such records to Triage and may not retain any copy of such records or make any notes regarding such records. We reserve the right to search for such information and property in personal items while on Company premises such as vehicles, purses, briefcases, etc., with or without notice.

Pursuant to the Defend Trade Secrets Act of 2016, an individual shall not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of a trade secret that is made in confidence to a Federal, State, or other government official, either directly or indirectly, or to an attorney, and solely for the purposes of reporting or investigating a suspected violation of law, or for the disclosure of a trade secret as defined by the Act that is made in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.

Compliance and Credentialing

Employees of Triage have credentialing and compliance obligations. You are expected to meet these requirements. Healthcare workers employed by Triage who fail to comply with any credentialing policies may be suspended from employment until compliant documentation is on file with the Triage Compliance department.

It is the employee's responsibility during their assignment(s) to keep all documents, licenses, certifications, and other required documents, current and up to date. If a compliance requirement expires during an assignment, the employee must submit a valid, up-to-date, renewed document one week prior to the expiration. If the employee allows their compliance requirements to expire, the employee may be suspended until they become compliant again.

Bribes, Kickbacks, and Gifts

Bribes and kickbacks are criminal acts strictly prohibited by law. Triage does not permit or condone bribes, kickbacks, or any other illegal, secret, or improper payments, transfers, or receipts. This prohibition applies both to the giving and the receiving of payments or gifts. All payments and transfers of items of value to employees of other business entities or to such entities themselves shall be made openly and must be disclosed and authorized in advance by clients and Triage.



No employee shall offer, give, or transfer any money or anything else of value for the personal benefit of any employee or agent of another business entity for the purpose of:

- Obtaining or retaining any business that Triage itself would not otherwise provide.
- Receiving any kind of favored treatment that Triage itself would not otherwise provide.
- Inducing or assisting such employee or agent to violate any duty to Triage or to violate any law.

No employee shall assist in the misuse of a clients' or Triage funds, including, without limitation, the misappropriation of such funds for the personal benefit of employees of Triage or Triage's clients. No outside agent of any kind shall be used to circumvent the prohibition against bribes, kickbacks, and other illegal, secret, or improper payments. Fees, commissions, and expenses paid to outside agents must be based upon proper billings, accurate record keeping, and reasonable standards for services rendered.

Except in connection with and specifically pursuant to programs officially authorized by authorized representatives of Triage, employees may not accept, directly or indirectly, any money, objects of value, from any person or company that has or is doing or seeking business with Triage. All employees must disclose transactions of this nature to their Triage representative. Providing excessive gifts or entertainment to others who may represent potential business is prohibited.

Employees may accept only business-related meals, entertainment, gifts, or favors when authorized by Triage when the value involved is not significant and clearly will not create an obligation to the donor.

Time Sheet Policy

Hourly compensation shall be paid weekly. Employee will be paid on an hourly basis as described in the Assignment Agreement.

Employees may be required to work overtime if deemed necessary. You are not permitted to work overtime without prior approval. For the purpose of overtime compensation, only hours worked in excess of state-determined overtime regulations are paid at overtime rates. Employees who are eligible for overtime are paid at the rate listed on their Assignment Agreement. Off-the-clock work is prohibited.

Employee agrees, on a weekly basis, to accurately complete, sign, and submit all hours worked. Falsifying your time - or that of another employee - is prohibited and may be grounds for disciplinary action up to and including termination of employment. Employee must also complete the schedule for next week. Employee also understands and agrees that in the absence of complete and accurate time records, compensation may be delayed. Time sheets are due to be turned in no later than noon on Monday CST.

Compensation and Mandatory Deductions



Employee paychecks will reflect the gross amount of earnings and will show deductions that are authorized or required by law, which will reflect your net pay, or the actual amount of your check.

Triage is required to make the following withholdings:

1. Social Security Tax (FICA)
2. Medicare Tax
3. Federal Income Tax
4. State Income Tax (where applicable)
5. Local (City) Income Tax (where applicable)

In addition, you may have withholdings from among the items listed below:

1. Insurance Premiums
2. 401(k) Contributions
3. Court Ordered Deductions
4. Repayments of Advances
5. Garnishments

Administrative Pay Corrections

Triage takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck, and that employees are paid promptly on the scheduled payday.

If there is an error in your amount of pay, bring the discrepancy to the attention of your Triage Representative so that corrections can be made on the next regular paycheck.

Pay Days and Direct Deposit

Paychecks will begin to be direct deposited on the second Friday of an assignment. Your paycheck stubs will be available on each pay date for you to view and download via UKG. Triage will continue mailing your paystubs if you do not have internet access. Please contact our Human Resources Department for this request.

Reimbursable Expenses

Any reimbursable expenses not already outlined in the employee contract must have written approval from your Triage representative prior to being submitted.

Referral Bonus

A referral bonus program has been established to encourage employees to refer quality people to Triage. If the referral is hired and meets the minimum employment requirements, the employee that referred the individual may receive a referral bonus.

Inspection and Searches



Situations may arise that result in the need for Triage to conduct a search of employee vehicles, desks, or other equipment or employee packages or parcels. Triage reserves the right to do this at any time, with or without notice. Employees have no reasonable expectation of privacy with respect to items on Triage property. Triage may monitor telephone conversations and emails on Triage owned or controlled equipment.

Workers' Compensation Policy

Triage fully complies with the Workers' Compensation law throughout the United States. Every associate, part-time or full-time, is entitled to file a Workers' Compensation claim. If you are hurt on the job, you must first notify your Triage Representative and your Triage Safety & Risk Mgmt. Representative the same day you are injured. Please inform your Triage Safety & Risk Mgmt. Representative immediately if you are involved in a workplace incident and if you lose any work time due to the injury. A Triage Incident Report must be completed within 24 hours of the incident noting the exact detailed description of the incident, the exact body parts injured, if any time was missed from work, as well as additional details. Ensuing injuries may not be certified if this is not done. The employee is responsible for getting the hospital or clinic to complete the claim application when they go for medical assistance.

Employees involved in a workplace incident may be tested for drug and/or alcohol use. If the results of such tests are positive, you may possibly forfeit Workers' Compensation benefits and will be subject to disciplinary action up to and including termination. All employees must refrain from horseplay or malicious mischief while on assignment. Any injury sustained due to horseplay or malicious mischief may not be covered by Workers' Compensation.

It is our main concern to operate in a safe and healthy manner. It is also our goal to have our employees do the same. Carelessness is not an acceptable excuse for any injury. Triage will do its part to ensure your safety. You must do the same. If it is determined that negligence, carelessness or unsafe work habits be the contributing factor to any incident, corrective action will be taken. It is our sincere hope that you are never injured; however, if you are involved in a workplace incident, we want you to have the best medical care possible and receive all benefits in a prompt manner. For that to take place, you must be aware of the following:

1. You must practice the safety requirements for your general work area and job.
2. You must comply with personal protective equipment requirements for your job.
3. You must report any unsafe working conditions to Employee Services immediately.

Triage has the right, based on pertinent information, to either fully certify the claim or reject the validity of the claim. There will not be retaliation on the part of Triage for any claim on behalf of its employees. If you experience an injury on the job, you or your supervisor will need to complete Triage Incident Report.

If you are Involved in a Workplace Incident assess the seriousness of any injury and obtain appropriate medical treatment per protocol and report it to your Triage Representative and Safety &



T R I A G E

Risk Mgmt. immediately. Failure to report an incident to Triage in a timely manner may affect Workers' Compensation eligibility.

Request a Triage Incident Report paperwork and forward to Triage.

Triage requests that you use Triage's Incident Report to document important information about the workplace incident. You may also be asked to complete documentation for the Client site. Please keep a copy of the client's and Triage's form and send a legible copy to Triage Safety & Risk Mgmt. within 24 hours of the incident.

A drug screen may be administered immediately.

You may return to work upon certification by a physician. Prior to the return to work, you must provide Triage with a statement from a physician certifying the ability to return to work, including the return date as well as any applicable restrictions. Triage has the right, based on pertinent information, to either fully certify the claim or reject the validity of the claim.

Incident Reporting

Triage's policy is to document, track and trend, all incidents and circumstances surrounding those incidents to assure proper management and timely implementation of risk management/quality of care strategies. All incidents as described below shall be documented and directed to Triage's Safety & Risk Mgmt. through a communication tool and then forwarded onto the appropriate client contact in which the location of the incident took place. This is to be done within 24 hours of the incident or discovery of the incident.

Incident

An incident is any happening, which is not consistent with the routine operation of the hospital/medical center, facility or the routine care of a patient. It may be an accident, a situation, a safety hazards observed which might result in an accident, or potential compensable event (PCE), i.e., falls, injuries, medication errors, altercations, etc. In addition, but not limited to equipment breakdowns during direct patient care, theft, gun threats, etc. are also considered incidents.

Incident Report

An Incident Report is an administrative report for the purpose of identifying and evaluating risk and improving quality of care. If the incident is a medication error, the client pharmacist will be informed as soon as possible and the Medication Error Report should be utilized for these issues.

Immediate Procedure

An Incident Report will be completed and sent to Triage's Safety & Risk Mgmt. team at safety@triagestaff.com within 24 hours of the incident that happened or was first discovered by the person who discovers the event. If no computer is available, you may use a printed copy. Reassurance, information, and comfort will be provided to the individual(s) involved in the incident who are experiencing discomfort or distress.



Follow-Up Procedure

Triage's Safety & Risk Mgmt. will investigate the incident while the facts are fresh to determine causative factors and recommendations for future prevention. Staff counseling will be provided as appropriate. The Incident Report will be sent to the client if the event happened at a client, and the client will review the incident and investigate further as necessary. All follow-up will be documented and kept confidential with the Incident Report. Review and further action as necessary will be taken at the discretion of Triage. All incident reports will be kept in the employee file.

Employee Files

Employee personnel files may include, but not limited to, the following: application, job description, resume, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews, skills checklist, competency exams, health statements, certifications, and immunizations. Personnel records are the property of Triage. Please notify Triage immediately of any change of name, address, telephone number, marital, dependent or tax status. Personnel records are confidential. To obtain access to your records, please contact Human Resources.

Dress Code

Dress should always be consistent with the policy of the facility where you are assigned and should always consider the needs of the patients and considerations of professionalism. If you are unsure about what the client's dress code is, here are some basic guidelines:

- Uniforms and shoes should be clean and in good condition. No holes, tears, or stains.
- Simple rings, earrings and neck chains are appropriate.
- Hair should be clean, neat or be worn back or up.
- A name tag should always be worn.
- Basic personal hygiene is expected. Perfume and cologne should be worn in moderation.
- Licensed personnel should have their licenses with them while on duty.

Patient Confidentiality

Patient confidentiality and that of the client's proprietary business practices and information is expected always. Any Triage employee who violates this policy will be subject to disciplinary action up to and including removal from the assignment and termination of employment with Triage.

Online Social Networking Policy

Triage is committed to maintaining a good relationship with its employees and the community. The way the public views Triage is vital to maintaining business, gaining new business, retaining employees, recruiting new employees and marketing our services.



The purpose of this policy is to manage risk and preserve Triage's positive reputation, discourage the use of Triage time for personal social media activities, and promote awareness among employees of the number of individuals who can access information presented on social networking sites.

Prohibited Use

It is important that employees use their time at work for business purposes. The following actions are prohibited while working:

- Using social networking sites to conduct personal business with a client's computer or device.
- Browsing social networking sites on a client's computer or device.
- Reading e-mail alerts regarding personal social networking account activity or using e-mail to correspond with personal social networking contacts.
- Updating information, uploading photos or otherwise engaging with one's personal social networking profile on a client's computer or device.
- Micro-blogging for a personal purpose on a social networking site throughout the day on a client-provided computer or device.

Prohibited Conduct

While Triage has no intention of controlling employee actions outside of work, employees should practice caution and use discretion when posting content online. Employees have the right to use social media for personal expression on their own time. This policy serves as a notice on the practice of social networking for all employees to read and understand. Please follow these guidelines:

Do not use micro-blogging features to disclose trade secrets, publish internal reports, provide tips based on inside information or participate in other activities that may be considered insider trading.

We urge you to consider resolving workplace grievances internally. If you choose to address a grievance using social media, refrain from posting comments and materials that could be viewed as malicious, obscene, threatening or intimidating or that could create a hostile environment on the basis of religion, age, gender, sex, national origin, sexual orientation, race, disability, marital status, genetic information, citizenship, or any other status protected by applicable federal, state or local law.

Refrain from posting any reckless or maliciously untrue comments. These communications may not be protected by law.

Do not impersonate Triage or its employees, make statements on behalf of Triage without authorization, or make statements that can be construed as establishing Triage's official position or policy on any issue.

As stated above, the purpose of this policy is to protect Triage's brand and prevent the disclosure of confidential information. It is not Triage's intent to interfere with its employees' legal rights. Whenever state or federal laws govern an area of social media participation, Triage's policies should be interpreted as to comply with them.

Definitions



Social networking and social media refer to any activity that involves interaction in online communities. This interaction includes, but is not limited to, browsing profiles and photos, reading messages sent through social networking forums and participating in instant messaging services.

A social networking site is any website that links individuals electronically and provides a forum where users can connect and share information. These websites can be tailored to specific interests or to certain types of users. Examples of popular social networking sites include Facebook, Twitter, Instagram, and LinkedIn. The list of social networking sites is constantly growing and changing because of the nature of the Web.

A social networking profile is a user's personalized page within a specific social networking site, usually containing personal information such as name, birthday, photo and interests.

Micro-blogging is the practice of publishing your recent whereabouts, thoughts or activities on a social networking site for other users to see. While not all social networking sites use micro-blogging, this is a primary focus of sites such as Facebook and Twitter.

Business purposes is considered using a social networking site for Triage's gain, usually as a task or assignment given by a manager or supervisor. This can be done either through a specific company account on a given social networking site or through a personal account set up for the purposes of recruiting or marketing for Triage.

Ethical Aspects of Care, Treatment, Services, and Process to Address Ethical Issues

Triage wishes to provide a comfortable, productive, legal and ethical work environment. To this end, Triage wants you to bring any ethical issues you have about the workplace (either Triage's or assignment facility) to the attention of your Triage Representative and, if necessary, Triage Human Resources. Considering these concerns, we have instituted the following procedures:

Clinical ethics is grounded in the belief that medicine is an inherently moral enterprise. Sick persons ask for help to get better and the health care worker needs to be morally committed and technically competent to help the sick. The central ethical aspects of modern medical practice are clinical competence, respect for the patients and their health care decisions, and maintaining the primacy of patient's need in the face of external pressure in a changing social, economic, and political climate. Patient Rights encompass legal and ethical issues in the provider-patient relationship, including the patient's right to privacy, the right to quality medical care without prejudice, the right to make informed decisions about care and treatment options and the right to refuse treatment.

The outcome of patient care can be improved by efforts made to secure informed consent of the patient. This also helps avoid ethical conflicts, confusion, and misunderstanding between patients and the health care provider. Clinical ethics should be an integral part of medical education during a healthcare workers career. Demands for accountability in medicine are increasing. Accountability generally refers to the obligation of one party to provide justification and to be held responsible for its



actions by another party. This can create a moral dilemma for a healthcare worker who could have an ethical issue, resulting in difficulty for determining accountability in the healthcare setting.

Medical decision making is a pre-eminent area of desirable accountability in medical ethics. Patients have well-recognized rights to be informed of their health status and to share in decisions about their care. These have all been identified in the Patient Bill of Rights. For assessing the ethical dilemmas, a healthcare worker may face, Triage considers the following: noninvasive tests or therapy decisions, invasive tests or intervention decisions, life-sustaining intervention decision, decisions on participation in clinical research, and decisions in any of the above categories for patients not competent to make their own decisions.

Each situation is unique, and a Triage employee should know that if an ethical dilemma presents, the employee will have the support of Triage. Regardless of the decision the Triage healthcare worker makes regarding an ethical dilemma, Triage will always require the healthcare worker to maintain patient confidentiality to the greatest possible degree. The healthcare worker will only be held accountable for their assessed knowledge and adherence to the standards of confidentiality.

Once the Triage healthcare worker has assessed to have an ethical dilemma, and the assignment facility and Triage have agreed on areas, the assessed party must be called to account; that is to be allowed to justify actions or lack thereof, and only be accountable for the patient's safety and confidentiality. Similarly, institutional quality control mechanisms already exist through The Joint Commission on Accreditation of Healthcare Organizations and the National Committee for Quality Assurance.

The Triage employee can reasonably expect support regarding common ethical issues, such as disagreements over withdrawing life support or access to limited medical resources. Please contact the Triage Human Resources Department for recommendations, for due process in ethical consultation and ethics committees are available to the Triage employee by the Triage Board of Advisors, the Triage Representative, and Triage Human Resources. All ethical dilemmas are kept in the strictest of confidence and will remain in your employee file.

Employment Termination

When employment ends, final pay will be received in accordance with applicable state law.

Health benefits may be continued through COBRA. You will be notified in writing of your COBRA-eligible benefits, how to elect, cost, and additional terms.

Should a prospective employer call Triage for a reference or verification of employment, Triage will only confirm dates of employment, wage rates, and final job position. Should you desire a more extensive reference, we require that you supply us with a completed and signed copy of a Reference Release. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.



Acknowledgement and Agreement

I have either received a copy or accessed online the Triage Handbook dated April 14, 2023, and have either read it or have had it read to me carefully. I understand all of its rules, policies, terms and conditions, and agree to abide by them, realizing that failure to do so may result in disciplinary action and/or termination. I also understand that this handbook supersedes all previous written and unwritten policies, including any previous handbooks.

I understand and agree that my employment is “at will” so that both the Company and I remain free to choose to end our work relationship for any reason or for no reason.

I understand nothing in this handbook in any way creates an express or implied contract of employment between the Company and me, but rather is intended to foster a better working atmosphere while the Employee and Employer relationship exists.

Employee’s Signature

Date

Employee’s Name (Printed)

Date

Triage Representative’s Signature

Date