

**EMPLOYMENT HANDBOOK**

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## **INTRODUCTION**

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Welcome! General Staffing Network (GSN), a subsidiary of Medical Staffing Network Healthcare LLC, (MSN), prides itself on providing the very best candidates to our clients by recruiting highly skilled, professional people such as you. We believe our people are the key to our success and the continued growth of our organization. All the other elements, machines, equipment and other resources are of little significance without the people to use them effectively. Your contribution is vital to ensuring that our clients are able to successfully meet their mission of providing exceptional service. We hope that your experience will be rewarding, and that you will take pride in being a member of an organization recognized for excellence. Thank you for giving GSN the opportunity to demonstrate our commitment to you!

### **VISION**

To be the innovative leader, providing qualified professionals to the businesses in our community.

### **MISSION**

GSN will be the market leader in staffing. We will be partners to our customers meeting their needs with exceptional customer service and providing highly trained and committed employees responsive to our clients needs; these will be the cornerstones of our success.

## **PURPOSE OF HANDBOOK**

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This handbook outlines the policies, procedures, benefits, and expectations of our employees. It is your responsibility to review the contents of the employment handbook annually, as it will answer many questions about working with GSN. Our organization reserves the right to change, add to, or delete any of the provisions in this handbook at any time. Therefore, please understand that nothing in this handbook constitutes a promise or guarantee of a specific term or condition of employment.

## **CODE OF ETHICS AND BUSINESS CONDUCT**

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We are proud of our dedicated employees and of the excellent services we provide. Our continued success hinges on a commitment to an ethical work environment and to knowing the special gifts each person brings to the accomplishment of our mission. In this regard, we will continue to strive to fulfill our obligation to our clients and employees in accordance with the highest professional and ethical standards possible.

- Our people are our strength.
- We share one vision.
- We are one team.
- We fulfill our commitment to provide quality customer service with integrity.
- We have only one standard. Excellence.

### **Obey the Law**

- It is the duty of each employee to be aware of, and to comply with, all federal, state, and local laws and regulations as well as Company policies and procedures during your employment.

### **Promote a Positive Work Environment**

- All employees want and deserve a work place where they are treated fairly and where they feel respected and appreciated. Harassment or discrimination on the basis of race, color, religion, gender, age, national origin, disability, sexual orientation, veteran, marital, or citizenship status is strictly prohibited. Intimidating, bullying, and disruptive behaviors such as verbal outbursts, physical threats, refusing to perform assigned tasks, or quietly exhibiting uncooperative attitudes during routine activities will not be tolerated.

### **Provide the Highest Standard of Service**

- The obligation of all employees is to provide the highest quality customer service in response to the needs of our clients.

### **Keep Accurate and Complete Records**

- Company and client/facility documents must be accurately maintained. Under no circumstances may any documents be falsified or wrongfully destroyed.

### **Avoid Illegal and Questionable Gifts or Favors**

- Do not accept or receive gifts or other favors which might be seen by others to influence your judgment or actions with respect to Company activities.
- It is the policy of the Company that under no circumstances may any gift or favor be given to any public official as an inducement for preferential treatment.
- Company funds or property should not be used for any political purposes. Use of Company time or premises to solicit political contributions is strictly prohibited, except where permitted by law and approved by the Company.

### **Strictly Adhere to All Antitrust Laws**

- Federal and state antitrust laws help to maintain healthy competition among companies. Under these laws employees are prohibited from making any agreements “in restraint of trade” such as price fixing among competitors, and any practices involving boycotting of clients, harassing a competitor, stealing trade secrets, bribery, kickbacks and inducements.
- Do not make false or misleading statements about competitors or their products or services.

### **Conflicts of Interest**

- You may not participate in any transaction involving the Company and an entity in which you have a personal interest.
- Do not engage in any personal conduct that may conflict with the interests of the Company or its clients. Such issues may include lavish gifts and entertainment, personal investment or outside employment.
- Avoid any relationship, influence or activity that might impair your ability to make objective and fair decisions in performing your job.

### **Carefully Negotiate and Perform Contracts**

- In contract negotiations there must be a commitment to dealing fairly and honestly with clients.
- Once awarded, all contracts must be performed in compliance with specifications, requirements and clauses.

### **Protect Yourself**

- All employees are responsible for compliance with environmental, health, and safety laws and regulations.
- Do not perform any activity you believe is unsafe.
- GSN is committed to providing a drug-free, smoke-free, safe and healthy work environment.

### **Proper Use of Proprietary Information and Company and Client Assets**

- It is the responsibility of each employee to use and maintain Company and Client property, facilities and equipment with the utmost care and respect.
- All employees are responsible for complying with the requirements of Company and Client trademarks and licenses.
- The use of any proprietary or confidential information learned in the course of employment for personal benefit is prohibited. This includes software copyright licenses. Keep all proprietary information protected and secure.
- Supplies and equipment purchased by the Company and Client are intended solely for use in Company and Client business.
- Theft of Company and Client money or property is prohibited.

The above Code is intended to provide guidance in the areas indicated. It is not meant to cover all situations that may arise. Never hesitate to ask questions. When in doubt, discuss the facts with your immediate supervisor. If you have reason to believe that someone has acted illegally or you believe that there has been a violation of our Company policies, you are required to report the matter to your GSN representative. If you would prefer to discuss the matter with someone other than management, you should contact the Company's Compliance Officer at 800-449-5441.

The Compliance Hotline has been established to assist in our commitment to ethical conduct throughout our Company. The telephone number is 800-449-5441. You are encouraged to use this confidential means of communication. When you call:

- You will be treated with dignity and respect;
- Your communication will be kept in the strictest confidence to the extent appropriate or permitted by policy or law, and you don't have to provide your name;
- Your concerns will be taken seriously and when addressed, you will be informed about the outcome;
- Your use of the Hotline guarantees no employee will be punished solely on the basis of what he/she reports.
- However, any employee whose report of misconduct contains admissions of personal wrong doing, will not be guaranteed protection from disciplinary action.

If you have any questions about these matters, please contact the Compliance Officer at the Hotline number.

### **COMPLIANCE PROGRAM**

GSN has been and continues to be committed to conducting its business in full compliance with federal, state and local laws. Business integrity and conformity with this high standard are fundamental to GSN's company policy and management philosophy.

The Company's compliance program is designed to provide support and guidance for our employees. The program focuses on prevention and detection of violations as well as reducing the prospect of unlawful conduct. At the same time, as a self-governance program, GSN provides mechanisms for reporting and investigating behavior inconsistent with our standards. The compliance program is structured to enable participation at all levels of GSN.

### **Goals**

- Services will meet consistently high standards of quality care.
- Professional and ethical behavior is expected of all GSN employees. Breaches in this protocol must be reported to the Branch/Regional Manager and/or Director or if preferred, the MSN Hotline.

- GSN hiring standards and practices are adhered to by all branch personnel. This includes maintenance of current Quality Controls that meet GSN, state and client requirements.
- Identified wrongdoings are corrected in a timely manner.
- Ensure the competence and commitment of the company employees.
- Invoices are fair and accurate and all information required to support payment is properly documented.
- Marketing and other business practices comply with applicable regulatory standards.

### **COMPLIANCE HOTLINE**

GSN's reputation is fundamental to the continued long-term success of our business. It is important for us to realize that the way we conduct our business is every bit as important as the results we achieve. Each of us has a personal responsibility to ensure that we use good judgment, common sense, and personal integrity to meet the challenges of our daily work.

Living up to the letter and spirit of this commitment is not always an easy task. During our workdays, we often experience situations where the "right thing to do" is not immediately apparent. You may face dilemmas in which you must consider options and decide what to do.

Remember that not all dilemmas have right or wrong answers. In fact, two well-informed people could reach two different conclusions to the same set of circumstances. When you need an interpretation of company policy or if you witness anything that appears to be suspicious or illegal, your supervisor or manager is often closest to the situation and best able to help you. However, GSN recognizes that you may feel uncomfortable with the direct approach and has created the MSN Hotline.

The MSN Hotline is a key element of the Corporate Compliance Program. It lets you voice your concern over any work related situation or to report misconduct that could lead to legal liability if not corrected. The Compliance Department will ensure that your questions are answered and your concerns are investigated. Callers hesitant to identify themselves can choose to remain anonymous. Even if a caller provides his or her name, the office will not disclose his or her identity to others unless it's essential to an investigation or is required by law.

Misconduct or violation of regulations hurts everyone and it is your duty to report those activities. Please call the MSN Hotline if you know or suspect any violations. Of course you can call the Hotline even if you're not sure there is a problem and need clarification regarding a concern. When not personally manned, voice mail will be used for taking Hotline calls.

**Do the Right Thing: 800-449-5441**

### **EQUAL EMPLOYMENT OPPORTUNITY**

GSN is an Equal Opportunity Employer. We do not discriminate against any employee or applicant for employment because of race, color, religion, gender, age, national origin, citizenship status, marital status, disability, veteran status, sexual orientation, or any other legally protected status. This commitment extends to our policies on recruiting, advertising, hiring, placement, promotion, transfer, wages, benefits, terminations, and all other privileges, terms and conditions of employment. GSN is committed to providing a work environment free from all forms of discrimination and harassment. Any employee who feels that he or she has been discriminated against should immediately bring the matter to the attention of their supervisor or any member of management. These matters will be treated in strict confidence and will be thoroughly investigated.

### **CODE OF CONDUCT – STANDARDS AND PRACTICES**

We thank you for choosing GSN to represent you for supplemental staffing assignments. As a staffing agency, GSN is committed to working with its field staff to provide the best opportunities for work assignments as they become available. However, as a staffing agency, GSN cannot guarantee a minimum number of hours worked per day or hours worked per week. As a member of GSN, your suggestions to us for improvement are always welcomed and valued. We take pride in each of you for your commitment to provide competent, quality service. The following standards and practices describe the expectations of performance when working with GSN.

1. You will be provided an orientation if you have never worked a shift at the client. Orientation will vary according to client contract terms. The GSN Staffing Coordinator will let you know the terms and length of orientation prior to accepting a shift assignment.
2. You must sign in and out on the GSN Time Card. This is the "time sheet" used by GSN. Always remember to write in your lunchtime on the time slip. Overtime must be pre-approved by the supervisor in order for overtime to be authorized and paid to you. Please do not write in the areas of the time slip identified for GSN use only.
3. The GSN workweek begins \_\_\_\_\_ shift and ends at the conclusion of the \_\_\_\_\_ shift.
4. You are paid based upon the hours documented on the GSN Time Card and approved by the client. Failure to sign in or out may result in a delay in processing your paycheck until it can be verified that you worked the shift as assigned.
5. Scheduling of all GSN shifts, either per shift or short-term contract assignments, must be coordinated by the GSN Staffing Coordinator.
6. If you fail to remain in contact with GSN regarding your work availability or if you refuse any suitable offer(s) of work without good cause, this may have an affect on your continued employment.
7. Report to the client in enough time that you are ready to begin work at your scheduled time.

8. It is expected that you will arrive on time for all assigned shifts. If for any reason you may be late, call GSN immediately so we can notify the facility that you are on your way.
9. Frequent cancellations of accepted and confirmed shifts cannot be tolerated and may result in disciplinary action up to and including termination. Our reputation is built on reliability and dependability.
10. A "No call/no show" may be grounds for termination.
11. For any changes in availability, sick calls, late calls, or problems while on a shift, call GSN immediately so we can proactively replace you as needed.
12. While working on a shift or assignment, personal calls should be made during scheduled breaks only from a public pay phone or a personal cell phone. Provide family members that may need to reach you with the GSN phone number. We will contact you with emergency messages.
13. When on an assignment, do not accept gifts or money.
14. At times, the client may place orders for shifts "late" – usually within one (1) hour before the start of the shift or shortly after the shift has begun.
15. Always wear your client specified badge or other identification as required by the client.
16. The dress code for GSN consists of:
  - Clean, good condition clothing and footwear appropriate to the work environment assigned.
  - Hair should be clean and away from the face and collar.
17. Jewelry should be limited and not excessive. Not loose or hanging when working around machinery or equipment where entanglement is a hazard.
18. GSN employees should be neat and well groomed.
19. Employees can be paid on a weekly or daily basis. Please contact your GSN office for the details.
20. Injuries or incidents occurring on the job must be reported to the GSN office immediately so an injury/incident report can be established for your protection.
21. Clients depend on supplemental staff to offer flexibility meaning they "will float" and readily accept the assignments given. This too reflects GSN's performance expectation.
22. GSN employees serve as role models by demonstrating professionalism, honesty, dependability, and maintaining confidentiality in all matters.
23. Intimidating, bullying, and disruptive behaviors such as verbal outbursts, physical threats, refusing to perform assigned tasks for which you are trained, or quietly exhibiting uncooperative attitudes during routine activities are not conducive to a culture of safety or caring and will not be tolerated.
24. Holidays recognized by clients vary. Please discuss holiday information with the GSN staff prior to accepting a holiday shift to obtain the correct holiday pay rates and shift starting and ending times.
25. Employee information and/or credentials may be sent to a client upon request.

## **PERFORMANCE EVALUATIONS**

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GSN is dedicated to the continued development and service performance improvement of its personnel. Client supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis as necessary. Client performance assessments may be completed by a representative from the client. Performance evaluations are conducted for all employees at a minimum of once every year. This provides an opportunity to review client feedback, discuss competencies, encourage and recognize strengths, identify areas for improvement, and discuss positive, purposeful approaches for meeting goals.

## **DRUG FREE WORK PLACE**

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GSN is committed to a drug-free, safe and healthy work environment for its employees. GSN strictly prohibits the use, possession, solicitation for sale, conveyance, distribution or manufacture of illegal drugs, narcotics or controlled substances such as the abuse of prescription medication, alcohol in any amount or any manner on company or customer property or while on assignment.

A positive drug and/or alcohol test result, refusal to test at the required time, refusal to be observed when required by company policy, an adulterated specimen, a substituted urine specimen, and admission of substance abuse constitutes a violation of GSN policy resulting in disciplinary action up to and including termination. For cancelled tests/invalid results, where there is a cause for additional testing under more specific guidelines, Corporate HR will be contacted for determination on how to proceed.

Subject to applicable state laws, the Company reserves the right to conduct drug screening and testing as a pre-employment requirement and for reasonable suspicion at any time during employment. Any violation of this policy shall result in an applicant not being hired or an adverse employment action up to and including immediate termination of an employee. GSN has the right to change this policy at any time as it requires.

## **HIPAA & CONFIDENTIALITY**

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All protected patient information shall be kept safeguarded pursuant to the policies and procedures at each facility, respectively, and in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the regulations issued thereunder, and any applicable state law to prevent impermissible disclosure, loss or misuse, and to ensure that only authorized persons have access to such protected information. Consult Facility Privacy Officer in the event you have any questions regarding the scope or application of the privacy policies described in this statement.

Private and confidential information will only be released to an outside party when legally required to do so and to the extent minimally necessary to respond to the request. Failure to maintain confidentiality and privacy may lead to disciplinary action up to and including termination as well as any actions designated by the appropriate disciplinary and/or credentialing board. Any breach of confidentiality may be grounds for immediate termination of employment as well as any appropriate legal actions.

## **SEXUAL HARASSMENT**

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The Company has always been committed to providing a work environment that is free of unlawful harassment. While demeaning or degrading actions, words, jokes or comments of any kind based upon an individual's gender, race, ethnicity, age, religion or disability will not be tolerated, this statement of policy is addressed particularly to the issue of sexual harassment and what activities constitute sexual harassment.

Sexual harassment includes any unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature where tolerance of such actions is made a condition of employment, interferes with an individual's work performance or simply creates an intimidating, hostile work environment.

The creation of a hostile or offensive working environment may include such actions as persistent sexual comments or the display of obscene or sexually oriented photographs or drawings. Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, is personally offensive and interferes with an individual's work effectiveness.

It is illegal and against Company policy for any employee, male or female, to sexually harass another employee or to create a hostile working environment by either committing or encouraging:

- Physical assaults on another employee;
- Intentional physical conduct that is sexual in nature, including but not limited to touching, pinching, patting or brushing up against another employee's body;
- Unwanted sexual advances, propositions or comments, including sexual gestures, jokes or comments made in the presence of any employee; or
- Posting or displaying pictures, posters, calendars, graffiti, objects or other material that are sexual in nature or pornographic.

Any employee who believes that he or she is or has been the subject of sexual harassment or any other form of harassment is encouraged to report the harassment to his/her supervisor immediately. If the employee's immediate supervisor is the source of the alleged harassment, the employee should report the problem to the Director of Employee Relations, Corporate Human Resources at (561) 322-1300. Calling MSN's Compliance Hotline (800-449-5441) is another way to report harassment complaints.

Complaints will be thoroughly investigated by the Human Resources Department. As much as possible, confidentiality will be maintained and only those who need to know about such a complaint will be advised of its existence. However complete anonymity may need to give way to the Company's obligation to interview witnesses and take appropriate action. Employees who are dissatisfied with the resolution of a harassment complaint may file a complaint with Executive Management addressed to Kevin Little, President and CFO. No employee will be subject to any form of retaliation or discipline for pursuing a harassment complaint. The Company assumes that anyone bringing a harassment complaint does so in good faith.

## **FAMILY & MEDICAL LEAVE ACT/MILITARY FAMILY LEAVE**

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If you have been employed by the Company for at least 12 months, have worked 1,250 hours during the 12 month period preceding the start of the leave and you report to a work site which has 50 or more employees, you may be eligible for FMLA. During any rolling 12 month period, FMLA will allow you to take up to a total of 12 workweeks of unpaid leave. If the leave is to care for an injured or ill service member, up to a total of 26 workweeks of unpaid leave may be taken during a 12 month period beginning on the first day the employee takes leave for this reason and ends 12 months later. Reasons for leave are as follows:

- The birth of a son or daughter and to care for the newborn child (within 12 months of the birth);
- The placement of a child with you for adoption or foster care and to care for the newly placed child (within 12 months of placement);
- In order to care for your spouse (or domestic partner), child or parents if they have a serious health condition;
- A serious health condition rendering you unable to perform the essential functions of your job;
- A qualifying exigency arising out of the fact that a spouse, child or parent is on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation;
- To care for an injured or ill service member who is your spouse, child, parent or next of kin

A serious health condition is defined as an injury, illness, impairment or physical or mental condition that involves incapacity, inpatient care or continuing treatment by a health care provider. Requesting leave due to your serious health condition or that of a qualified family member requires medical certification.

Requesting leave to care for an injured or ill service member requires an employee to provide documentation of the spouse, child, parent or next of kin's injury, recovery or need for care. A copy of the military medical information, orders for treatment or other official Armed Forces communication is required in order to document that the injury or illness occurred on active military duty and renders the family member medically unfit to perform his or her military duties. Unpaid leave to care for an injured or ill service member may be taken for up to a total of 26 workweeks during any 12 month period beginning on the first day the employee takes leave for this reason and ends 12 months later.

An employee may request leave for a qualifying exigency arising from a covered military member on active duty or call to active duty. The employee will be required to provide proof of the qualifying family member's call-up or active duty service. The right to exigency leave is limited to circumstances involving a family member in the National Guard, Reserves, or a retired member of the Regular Armed Forces called to active duty.

Employees should provide at least 30 days notice, or shorter notice as is practicable, for foreseeable childbirth, placement or any planned medical treatment for the employee or his/her spouse, child or parent. Employees must make a reasonable effort to schedule foreseeable planned medical treatments so as not to unduly disrupt GSN's operations. For childbirth or placement of a child, the employee may take reduced schedule or intermittent leave only with GSN's approval.

If the leave is for the employee's own serious health condition or that of a spouse, child or parent; or because your spouse, child, parent has been called up for or is on active duty; or to care for an injured or ill service member or who is your spouse, child, parent or next of kin, the eligible employee make take FMLA leave intermittently or on a reduced schedule where such leave is certified as medically necessary. If an employee requests such intermittent or reduced-schedule leave for foreseeable planned medical treatment, GSN may temporarily transfer the employee to an alternative position for which the employee is qualified, which has equivalent compensation and benefits and which better accommodates such irregular hours.

Before an eligible employee may take unpaid FMLA, GSN will first substitute all accrued paid time available to the employee, including any vacation, PTO, sick and personal time as well as any qualifying disability leave, if applicable.

During the unpaid portion of an employee's leave, health benefits must be maintained in the same manner as if the employee had continued to work. The employee will be responsible for any missed insurance premiums while out on leave. Upon return to work, deductions for missed premiums will be taken from the employee's paychecks until they are current.

If an employee does not return to work following FMLA leave for a reason other than: (1) the continuation, recurrence or onset of a serious health condition which would entitle them to FMLA leave, or (2) other circumstances beyond their control, they may be required to reimburse GSN for its share of health insurance premiums paid on their behalf during their FMLA leave.

If an employee does not qualify for FMLA leave due to state or federal guidelines, benefits will not be protected. Therefore, if an employee is enrolled in benefits, they will be mailed notification regarding continuation of coverage under COBRA to their home address.

An employee is entitled to return from qualifying FMLA to the same or an equivalent position with equivalent benefits, pay and other terms and conditions of employment and without loss of job seniority or any other status or benefits accrued prior to the leave, if all FMLA requirements are met; and provided, the employee would still be employed if FMLA had not been taken.

Seniority and benefits other than group health care do not accrue during unpaid FMLA. If an employee is unable to return after 12 workweeks, or after 26 workweeks when caring for a service member, his/her employment will be terminated.

## **SAFETY TRAINING AND WORKERS COMPENSATION**

It is the Company's goal to provide a safe working environment. GSN considers no phase of its operation more important than the health and safety of the employee. Employees are to be the first consideration in the operation of the business. GSN strives to reduce safety hazards and eliminate on-the-job injuries by maintaining a safe work place and encouraging safe workplace practices. Safe working practice is a condition of employment and must be part of all operations. Employees must understand their personal responsibility for the prevention of injuries on and off the job. Accident prevention and efficient production go hand in hand.

### **The majority of injuries can and should be prevented.**

#### **I. Accident Reporting**

In an emergency situation, please seek medical treatment at the nearest emergency room or emergency facility. In an emergency situation, the work related accident must be reported to GSN within 12 hours of occurrence. You must also provide GSN a copy of the emergency room report within 12 hours of treatment or by 9:00 am the next business day.

Following the initial emergency room treatment, if further treatment is needed, please contact GSN to be directed to a workers compensation network provider. All non-emergency work related accidents, must be reported immediately to your GSN office 24 hours per day, 7 days per week. After the accident has been reported to GSN, the accident must be reported immediately to the Client/facility supervisor. An accident report is to be completed per client/facility protocol. Most work related injuries are non-

emergency in nature, and many do not require medical treatment. However, if you feel that you do need medical treatment (non-emergency), you will be directed to a GSN network provider for treatment.

## II. Physician Work Status Reports

It is your responsibility to keep GSN up to date on the progress of your recovery. Therefore, you are required to provide GSN a copy of your work status report immediately after each physician visit, or by 9:00 am the next business day.

## III. Accident Investigation Analysis

An accident can be defined as an injury or illness arising out of the course and scope of employment. Some accidents involve human injury. Accidents usually arise from a combination of unsafe acts and unsafe conditions. All employees who report a work related accident may be required to participate in the investigation process within two (2) business days from date of occurrence.

## IV. Safe Work Practice(s) Requirements

- Compliance with safety training provided at time of hire, annually, and/or as needed
- Participation in an investigation following all work related accidents
- Compliance with any/all of GSN's safety policies and procedures
- Horse Play of any kind is prohibited in the work place
- Use of personal protective equipment, specific to the task(s) being performed i.e.: protective eye wear, gloves, mask, protective cover for clothing (gowns, shields, shoe covering), protective head covering, special shoes, protective hearing devices
- Knowledge of MSDS (Material Safety Data Sheet) when job task(s) requires working with and/or exposure to chemicals
- Use of safety equipment/devices when lifting/transferring/carrying heavy/bulky objects, when provided by the client facility
- Use of proper body mechanics
- Be aware of potential electrical dangers: always remove defective equipment from service and report immediately
- **Do** - Use electrical equipment with 3 prongs on the plug and remember to remove electrical equipment if:
  - You receive a shock when using
  - Its smells "hot" or feels warm
  - Has smoke coming out of it
  - Is not working properly
  - Has had liquid fall into it
- **Do Not** - Use electrical equipment in wet areas: Remember...Water + Electricity = DANGER

## V. Bloodborne Hazards

A bloodborne hazard refers to diseases that can be transmitted from one person to another through contact with blood or other bodily fluids. The two most common blood borne diseases are the Hepatitis B Virus, HBV, and the Human Immunodeficiency Virus, HIV. These and other types of germs may be present in any body fluids visibly contaminated with blood. **If you see blood, do NOT touch it or clean it.** Call your supervisor immediately to request clean-up by trained individuals.

## VI. Housekeeping

Good housekeeping is essential for maintaining a safe and healthy workplace. Good housekeeping is everyone's responsibility. You may prevent a serious accident by picking up potential tripping hazards. The following are some basic guidelines for good housekeeping:

- All work areas, passageways, hallways, storerooms and exits shall be kept clean and orderly.
- Keep your desk, cubes and offices clean and orderly, free of tripping hazards.
- Materials need to be placed in designated storage areas. Materials should not be stored in aisles, under stairways or in exit ways.
- Stack boxes and materials in a stable manner.
- Cords and cables shall be placed so that they do not pose a safety hazard.
- Clean your table after eating and throw away your trash. Respect your fellow employees who will be eating at the same table.
- Report any housekeeping problem to management.

## VII. Office Safety

Serious accidents can occur in office areas. Some of the most common causes of office injuries are associated with improper material handling (lifting), incorrect use of file cabinets, and poor housekeeping. The following rules should be observed:

- Load filing cabinets from bottom to top.
- Close one filing cabinet drawer before opening another. Keep them closed when not in use.
- Keep machine cords away from walkways.
- Do not stand on any furniture to reach overhead.
- Follow safe procedures when using copy machines. If the machine gets jammed or needs service, notify your Supervisor. Do not attempt to fix or un-jam any machine unless you have been trained.
- Follow office equipment manufacturer's care, maintenance and operating procedures.
- Do not overload electrical outlets. Do not use extension cords as permanent wiring.

- Keep your desk clean and organized. Avoid over extended reaching for material/supplies in your desk or work area.
- When doing maintenance on any equipment, remove power sources by pulling the plug, depressurizing, etc.

### **VIII. Machine and Equipment Safety**

Machine guards and other safety devices are provided for your protection. They may only be removed by authorized personnel for purposes of making repairs, cleaning, and lubricating. All guards must be replaced before starting or operating machinery. Safety guidelines include:

- Keep hands and fingers out and away from of all moving machinery.
- Never attempt to adjust, clear or repair an operating machine. If unscheduled maintenance, contact your manager.
- Never reach into any machinery to adjust components, unless machinery has completely stopped and cannot start automatically.
- Make sure all safety guards are in position and functioning.
- Obey safety signs and wear your required PPEs.
- Long sleeved shirts, ties, long hair, and long hanging jewelry should not be worn when working with or near machines.

### **IX. Violence in the Workplace**

GSN is committed to providing a safe and healthy work environment for employees, customers, and visitors. As a result, violence in the workplace will not be tolerated. GSN has a zero tolerance for violence. If you display any violence in the workplace or threaten violence in the workplace, you will be subject to disciplinary action up to and including termination. Talking of violence or joking about violence will not be tolerated. You are encouraged to report any potential or actual violent incident immediately to your supervisor and/or the Human Resources Department.

GSN has a mandatory Return to Work Program in place for those employees who are injured on the job and released by their Medical Provider to light or restricted work duty. Temporary work assignments will be tailored to the physical capabilities and needs of each injured employee until they are medically stable and able to return to their original jobs. Failure and/or refusal to follow all of GSN's Employee Safety Training requirements/guidelines and/or the Workers Compensation Policy, may be grounds for disciplinary action up to and including termination of employment and/or benefits.

## **EMPLOYEE BENEFITS**

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### **PAYROLL OPTIONS**

GSN offers the following 3 daily/weekly payroll options to our employees.

- ComData Card – money is loaded onto a GSN Visa Card within 4 hours of being processed
- Direct Deposit – money is deposited into your bank account within 48-72 hours of being processed
- Live Check – can be picked up in our office or mailed to your home

### **INSURANCE**

You are eligible the first of the month after completing 80 or more hours in a one month period and must maintain no less than 80 hours per month. Example: Your first shift worked is on February 14 and you've worked 80 hours through March 14. You are eligible for benefits effective April 1. You cannot drop below 80 hours in any month thereafter to remain eligible. After meeting the eligibility requirement, the following benefits are available:

- Medical
- Dental (with a Vision Discount Plan)
- Short Term Disability
- Accident Plan
- Life Insurance
- Accidental Death & Dismemberment and HIV Rider

Deductions for medical, dental, short term disability and the accident plan will occur on a weekly basis automatically through payroll. Accidental Death & Dismemberment and HIV Rider, and Life Insurance are provided at no cost to the employee.

### **401(K)**

To be eligible you must be 18 years of age and have completed one month of service. Enrollment is the first of the month following one month of employment. You can elect to contribute 1-50% of your salary on a pre-tax basis.

## **CONCLUSION**

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Clients choose GSN because of the flexibility, consistency, and quality of customer service delivered. We are proud to have you join our growing team, and we look forward to serving your career needs. Welcome aboard!

**EMPLOYMENT HANDBOOK ACKNOWLEDGEMENT**

The employee handbook describes important information about Medical Staffing Network Healthcare, LLC (MSN) and I understand that I should confer with a Branch Manager or Staffing Coordinator regarding any questions not answered in the handbook. I have entered into my employment relationship with GSN voluntarily and acknowledge that there is no specified length or condition of employment or other contractual term. Accordingly, either GSN or I can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal, state or local law.

Since the information, policies, and benefits described here are subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. GSN has the ability to adopt any revisions to the policies in this handbook. Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

I have read and fully understand all the policies listed within the handbook, which include but are not limited to:

- Vision, Mission
- Purpose of the Handbook
- Code of Ethics and Business Conduct
- Compliance Program and Compliance Hotline
- Equal Employment Opportunity
- Code of Conduct – Standards and Practices
- Performance Evaluations
- Drug Free Work Place
- HIPAA & Confidentiality
- Sexual Harassment
- Family & Medical Leave Act/Military Family Leave
- Safety Training and Workers Compensation
- Employee Benefits – Payroll Options, Insurance, 401K

I have read, fully understand and can perform all the duties outlined in the GSN Job Description specific to the specialty area identified on my application.

EMPLOYEE'S NAME (printed) \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_