



Legacy Personnel Inc

Employee Handbook

Your guideline to company rules, regulations and best practices.

ACKNOWLEDGMENT

This employee handbook represents the policies, rules, practices, and guidelines of Legacy Personnel, Inc., as of the handbook's latest revision date. Legacy Personnel, Inc, reserves the right to alter, amend, delete, add or otherwise change any policy, rule, practice, benefit, or other element of this handbook with or without notice.

Nothing in this handbook shall be construed to create or imply any employment contract between LPI., and any of its' employees, nor shall it create or imply any promise of employment for any definite period of time. LPI (Legacy Personnel, Inc.) reserves the right to terminate the employment of any of its registry provider/employee for any cause or, for no cause at all.

At the end of this handbook is a duplicate of this acknowledgment, along with a signature box. Please sign that page, detach it from the book, and return it to Human Resources as evidence that you have received this handbook and understand its purpose and contents.



Report a Safety Event or Complaint

Do you have a safety concern or complaint about a Joint Commission-accredited health care organization? You can file a report with our Office of Quality and Patient Safety.

Please be aware that The Joint Commission does not evaluate the care of an individual, or whether that care was appropriate. Instead, our evaluation focuses on processes that are required within our standards.

OUR OFFICES

The Joint Commission

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

General inquiries: 630-792-5800



INTRODUCTION

Legacy Personnel Inc.

Legacy Staffing, Inc. is a healthcare staffing company providing the most qualified and credentialed professionals for our clients. We provide contract, temporary to permanent, Per Diem, and direct hire personnel to every segment of the healthcare industries. The staff and management of LPI welcome you, as we know you will become a productive member of our team. The goal of LPI is to provide excellent medical care and services, and that we recognize that our company cannot function effectively and efficiently without dedicated healthcare professionals like you.

Mission and Vision

Legacy Staffing Inc.'s mission is to ensure our clients receive the most superb customer service as promised with a statement of work.

Our vision is to gain ground in the staffing industry as one of the most customer service driven company. Our clients and our workforce is our main concern, as their success is ultimately our success.

Equal Opportunity Employer

Legacy Staffing Inc. is committed to providing an open and accepting environment for all of its employees. LPS prohibits any discrimination on the basis of gender, race, religion, sexual orientation, national origin, age, disability, or veteran status. LPS will take affirmative steps to correct any past action or practice inconsistent with these values, in accordance with local, state, and federal law.

Non-Discrimination Policy

Legacy Staffing, Inc.'s employees shall enjoy a working environment free from harassment on the basis of gender, race, religion, sexual orientation, national origin, age, disability, or veteran status. Any harassment based on the above is strictly prohibited, and constitutes grounds for disciplinary action.

CONDUCT

This section covers the general rules and practices that Legacy Personnel, Inc. employees are expected to follow.

Personal Information

In order to be able to maintain accurate records, and to be able to be contacted, should the need arise, it is important that LPI have accurate and up-to-date personal information for each employee, including current phone number, address, emergency contacts, copy of driver's license, etc.

If any of your personal information changes or requires an update, we ask that you contact LPI representative as soon as possible to submit your new information.

Workplace Attire / Dress Code

A professional image reflects a professional attitude. You as the registry provider/ employee are required to be in work attire as instituted and assigned by our client(s) at their facility. Please refer to the 1st day instructions as provided by the facility. You should have these instructions sent to you via email 2-3 days prior to your start date. The instructions are very informative and it includes attire requirements.

Drug and Alcohol Use

Legacy Staffing prohibits the distribution, manufacture, use, or possession of any illegal drugs by its employees/registry providers while performing any duties, while on our client/facilities' property, while participating in any LPI activity, or while representing LPI in any way. Employees are forbidden from reporting for work or being present on our client facilities' property, or within its' vicinity while under the influence of any controlled substance. Any violation of these policies will be considered grounds for disciplinary action, including immediate termination of employment.

Legacy Staffing, Inc. prohibits the consumption or possession of any alcoholic beverages while performing any duties, while on client/facilities' property, while participating in any LPI activity, or while representing LPI in any way. Employees are forbidden from reporting for work or being present on our client facilities' property, or within its' vicinity while under the influence of

alcohol. Any violation of this policy will be considered grounds for disciplinary action including immediate termination of employment.

Disciplinary Action

As a registry provider/employee of LPI you will be expected to abide by the rules set forth in this handbook. Because we are the staffing agency, and you as the registry provider/employee may be subject to grounds for disciplinary action. The individual(s) responsible for such actions, or behavior that reflects poorly bestowed upon our clients will be subject to disciplinary action by our clients before they report any incidents to us. We reserve the right to hear from our clients any issues pertaining to such actions. For example, the following types of behavior may lead to disciplinary action by our clients and LPI.

- Theft
- Fighting
- Repeated performance problems
- Repeated tardiness/absences
- Insubordination
- Dishonesty
- Vandalism

Again, please note that the lists above are only examples, and LPI may take disciplinary action for any behavior that is harmful to our clients' workplace, and LPI business.

Disciplinary action by LPI may take the form of any one or more to the following measures: oral warning; written warning; written reprimand (filed in employee's personal record); suspension; and/or up to termination of employment.

Safety

Legacy Staffing, Inc. adheres to a safety policy. Every one of our client facilities process has a safety protocol. Failure to follow these protocols may result in an injury. Any injury must be reported immediately to the appropriate personnel. Registry providers/employees must follow the Safety Guidelines of the facility that they are assigned to.

WAGES AND SALARIES

Hourly Employees

Registry providers/employees paid on an hourly wage are expected to work 8 hours a day, 10 hours a day, and/or whatever hours they are asked to work in any shifts. Employees that work in excess of an 8 hours day (5 day shifts) will be paid overtime in the amount of one and half times their regular hourly rate. However, all overtime hours must be authorized and approved by facility supervisor. Employees are expected to work overtime hours when requested to do so by their supervisor. Hourly employees will be paid every other Friday.

Note: You must abide with work schedule hours as agreed with the facility you are assigned to. You must be available ALL shifts.

Times Sheets

Each employee is responsible for keeping accurate records of his or her time worked for each day. Currently, we rely on each employee to document their time with honesty and accuracy on the Anticipated Timesheet Form.

If you are working for one of the correctional facilities, please be informed that time sheets in State prisons are in a binder located in the facility (discussed during the facility orientation).

Please fax to LPI office your MS approved time sheets or if you don't have immediate access to the MS Timesheets, you must fill-out and fax the LPI Anticipated Timesheet form at 408-904-4550 every Mondays before 12:00 noon. If not received before 12:00 noon, you will not be paid unless you notify the office with the reason for the delay of submission. If you don't have a copy of the Anticipated Timesheet Form, please do not hesitate to ask for a copy from any office personnel.

Holiday Pay

If a registry provider/employee is scheduled to work on a holiday listed below, LPI will pay time and a half on taxable rate only.

Direct Deposit

All employees have the option of receiving their wages or salary compensation in the form of either a paper check or through direct deposit. In order to enroll in LPI's direct deposit program, you should ask one of our representatives for direct deposit form. You must fill out the form

and attach a voided check onto the form. Signing up for direct deposit may take several pay periods to be in effect.

Payroll Deductions

In accordance with federal, state, and local law, LPI will withhold from employee's paycheck all required income taxes, including Federal Income Tax, or any other deduction state federal law requires.

Expenses incurred by LPI for lab testing other than PPD and Drug Screening will deducted from your paycheck.

Attendance and Tardiness

In order for LPI to operate and serve its customers efficiently, it is important that its registry providers/employees are at work punctually and consistently. You are expected to be present at work promptly at scheduled, and to remain at work (aside from approved breaks) until the end of your scheduled workday. If you will be late arriving to work, you must notify Legacy Personnel, Inc. first and foremost. Please DO NOT call facility if you are going to be late for work, or if you are going to call in sick. Please notify LPI at least four (4) hours prior to your start time.

Harassment

As noted above, LPI is firmly committed to providing its registry providers/employees with a working environment free of harassment based on gender, race, religion, sexual orientation, national origin, age, disability, or veteran status.

Benefits

Legacy Staffing does not currently offer medical, dental, vision, or 401K at the moment. Please do not hesitate to ask us regarding this matter. NOTE** Please refer to Agency Confirmation that you signed and dated.

Unpaid Leave

Legacy Staffing Inc. encourages its' employees to take unpaid leave in reference to the Family Medical Leave Act of 1993.

Employees that need to take sick leave must notify LPI representative as soon as possible of their condition and of their inability to work. Any sick leave of 3 consecutive days requires a medical certificate.

Holidays

There are no paid holidays for full time/part time contract/temporary employees. However, when an employee is asked to work on a holiday such as the ones listed below that provider/employee will be paid time and a half rate with the agreed taxable rate only.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

Jury Duty

Employees are not eligible to be paid for time on jury unfortunately. Registry providers/employees intending to serve on a jury should submit to Legacy Personnel, Inc. a copy of their jury summons as soon as possible so we can notify the facility he/she is assigned to.

Bereavement Leave (Not applicable with LPI until further notice.)

Orientation

Please be notified that a registry provider/employee must go through orientation with the facility that he/she is assigned to. This could take days, such as one week more or less depending on the facility. However, if the registry provider/employee decides to quit after less

than 80 hours of work after the initial orientation that registry provider/employee will not be paid for the orientation hours he/she had put into. You MUST work 80 hours after the orientation to be paid for all the orientation hours rendered.

Resignation

As a health care professional, we believe that credibility and integrity is vital. Communication is expected from our registry providers/employees when he/she decides to quit. So we ask that you give us two weeks notice in advance. Professionalism is the key.

EMERGENCY POLICIES AND PROCEDURES

Legacy Personnel's National Response Capability:

In the event of an emergency, natural disaster or other uncontrollable event, the agency will continue to operate from a location where phones and computers are functional. The agency will do everything possible to support our staff in meeting their needs during crisis(s).

Legacy Personnel is uniquely qualified to help our clients in the event of a major disaster and/or emergency through the office.

It is Legacy Personnel's policy to assist federal and local emergency response organizations in the event of a large-scale disaster or emergency (weather-related, terrorist attack, industrial accident, etc.). Legacy Personnel will implement the following procedures in response to a declared emergency, which necessitates the mobilization of medical personnel:

- Legacy Personnel will place the company office on alert "Activate the Emergency Plan", informing them of the emergency. The Emergency Management Coordinator will oversee the company's response.
- The company office will contact Clients normally serviced by Legacy Personnel to determine their immediate and special staffing needs. Note – In line with the agreed contract restrictions, the agency cannot contact the facilities directly.
- Legacy Personnel will immediately notify its staff of healthcare professionals to determine the availability of resources. Personnel will be allocated to healthcare clients demonstrating the most urgent need. Legacy Personnel will also use its extensive database of healthcare professionals to contact individuals by e-mail or phone even if the company does not employ them.
- The company will continue to monitor and respond to disasters and/or emergencies from the office or operational location. The office maintains back-up and recovery contingencies to ensure continuous operation from a location where phones and computers are functional.

When assigned to an institution or facility, it is agency staff's responsibility to become familiar with facility's policies, procedures, and emergency plans as part of their orientation process and follow these policies, procedures, and plans in the cases of emergencies.

Some clients offer a formal orientation program that usually includes an explanation of the facility's emergency plans. If this information is not covered during an orientation, the agency staff should ask their supervisor to explain the appropriate policies and procedures when they arrive for their first shift. Key components to disaster plan generally include:|

- A communication plan with call lists and other identified resources
- Direction of key personnel to specific areas or tasks
- Evacuation procedures
- Procedures for restricting access to the facility

In case of an emergency, the agency staff will be expected to fully assist facility staff as they implement the necessary plans to respond to emergency conditions. This may include preparing for an influx of patients and/or the evacuation of existing patients.

There are many natural and man-made hazards that could lead to an emergency. Some of the natural and man-made hazards specific to our area include:

- Earthquakes
- Extreme Heat
- Fires
- Floods
- Hazardous Materials
- Hurricanes
- Nuclear Accidents or Attacks
- Terrorism (including bomb threats)
- Thunderstorms
- Tornadoes
- Winter Storms

WEATHER EMERGENCIES

Hurricane

A hurricane is a tropical storm with winds that have reached a constant speed of 74 miles per hour or more. Hurricane winds blow in a large spiral around a relatively calm center known as the "eye." The "eye" is generally 20 to 30 miles wide, and the storm may extend outward 400 miles. As a hurricane approaches, the skies will begin to darken, and winds will grow in strength. As a hurricane nears land, it can bring torrential rains, high winds, and storm surges. A single hurricane can last for more than 2 weeks over open waters and can run a path across the entire length of the eastern seaboard. August and September are peak months during the hurricane season that lasts from June 1 through November 30.

Lower floors of your institution may be subject to flash flooding and appropriate preventative actions will need to be taken. You should follow client instructions for ensuring patient safety and/or evacuation. If the eye of the storm passes over you, there will be a lull (lasting for a few minutes up to an hour). Stay in a safe place. Do not be lulled into getting hit by the other side of the storm while unprepared.

The National Weather Service will issue hurricane and/or flash flood watches and warnings, as necessary.

Tornado

A tornado is a violent windstorm characterized by a twisting, funnel-shaped cloud. It is spawned by a thunderstorm (or sometimes because of a hurricane) and produced when cool air overrides a layer of warm air, forcing the warm air to rise rapidly. The damage from a tornado is a result of the high wind velocity and wind-blown debris. Tornado season is generally March through August, although tornadoes can occur at any time of year. They tend to occur in the afternoons and evenings: over 80 percent of all tornadoes strike between noon and midnight.

Most tornadoes come from the southwest. This means that the extreme blast of wind will usually come from the same direction. Rooms on upper floors of buildings facing the approaching tornado will be the most dangerous places because they will receive the maximum impact. Conversely, the safer places will be the lowest floor interior corridors.

Earthquake

An earthquake is a sudden, rapid shaking of the Earth caused by the breaking and shifting of rock beneath the Earth's surface. For hundreds of millions of years, the forces of plate tectonics have shaped the Earth as the huge plates that form the Earth's surface move slowly over, under, and past each other. Sometimes the movement is gradual. At other times, the plates are locked together, unable to release the accumulating energy. When the accumulated energy grows strong enough, the plates break free causing the ground to shake. Most earthquakes occur at the boundaries where the plates meet; however, some earthquakes occur in the middle of plates.

Ground shaking from earthquakes can collapse buildings and bridges; disrupt gas, electric, and phone service; and sometimes trigger landslides, avalanches, flash floods, fires, and huge, destructive ocean waves (tsunamis). Buildings with foundations resting on unconsolidated landfill and other unstable soil, and trailers and homes not tied to their foundations are at risk because they can be shaken off their mountings during an earthquake. When an earthquake occurs in a populated area, it may cause deaths and injuries and extensive property damage.

The best protection during an earthquake is to get under heavy furniture such as a desk, table, or bench.

Floods

Floods are the most common and widespread of all-natural disasters--except fire. Most communities in the United States can experience flooding after spring rains, heavy thunderstorms, or winter snow thaws. Floods can be slow or fast rising but generally develop over a period of days.

Dam failures are potentially the worst flood events. A dam failure is usually the result of neglect, poor design, or structural damage caused by a major event such as an earthquake. When a dam fails, a gigantic quantity of water is suddenly let loose downstream, destroying anything in its path.

MAN-MADE EMERGENCIES

Nuclear Attack or Accident

The main hazards of a nuclear attack and accident are blast, heat, fire, and fallout radiation. You may be able to protect yourself against blast and heat by getting inside the shelter area of the institution. You can protect yourself against fallout radiation by getting inside a fallout shelter (know where it is located at the institution) and stay there until you are told to come out by authorities that have the equipment to measure radiation levels.

It is most important that you follow the instructions of the fallout shelter leader or appropriate authorities. A person cannot “catch” radiation sickness from another person. Do not use food and water from normal sources until cleared by appropriate authorities.

Learn what the warning signals are to be used in your community, what they sound like, what they mean and what actions you should take when you hear them. If there should be a nuclear flash—especially if you feel the warmth from it—take cover instantly, and then move to a fallout shelter later.

Bomb Threat/Terrorism

If you receive a bomb threat by phone, try to get as much information as possible regarding the bomb threat and caller. When the caller hangs up, immediately notify Security, Engineering, and Administration, and wait for further directions. If suspected explosive devices are found in your area, call Security and Engineering immediately.

For terrorist situations, contact authorities and stay in location or evacuate, however instructed.

For all emergencies, agency staff who are placed on assignment at client facilities should follow the emergency management plans specific to those institutions.

All agency staff who are placed on assignment shall remain in contact and provide updates to Legacy Personnel’s senior management appointed to always oversee the company’s response.

Fire Safety

According to the National Fire Protection Association, more than 8,000 hospital fires are reported each year. Hospitals are susceptible to fires because of the presence of flammable chemicals and materials, and large amounts of electrical and mechanical equipment.

Agency staff should never take fire alarms lightly. How the staff responds could save their life, and the lives of their patients.

[The first few minutes of a fire are the most important. To respond appropriately the “RACE” formula tells staff how to proceed and in what order.

- R—Rescue patients who are in immediate danger.**
- A—Sound the fire alarm.**
- C—Confine the fire by closing doors and windows.**
- E—Extinguish the fire, if possible, or evacuate.**

Of course, fire prevention is always preferable to fire response. Staff should always consider the following rules no matter what facility they are working in:

- Responsibility for fire prevention belongs to everyone.
- Watch for fire hazards and report them.
- Keep work areas clean and free of excess clutter.
- Store flammables in approved containers in isolated areas.

- Know the location of fire alarms and firefighting equipment.
- Do not overload or misuse electrical equipment.
- Do not use unapproved extension cords.
- Do not store anything within 18 inches of ceiling sprinkler heads.

It is important that agencies become familiar with their surroundings during their orientation at a facility. They should ask to review a copy of the client's/facility's fire safety and response plan knowing the location of the closest fire extinguishers and fire exits. Staff should also learn which valves shut off oxygen and other gases in case of emergency.

For all emergencies, agency staff who are placed on assignment at client facilities should follow the emergency management plans specific to those institutions.

Electrical Safety

Electrical current has long been recognized as a serious workplace hazard. Practically all members of the workforce are exposed to electrical energy during the performance of their daily duties. This is especially true in medical settings due to the presence of large amounts of electrical equipment.

There are four main types of electrical injuries: electrocution (fatal), electric shock, burns, and falls caused because of contact with electrical energy. Additionally, electricity is also a leading cause of hospital fires.

Reducing and eliminating exposure to electrical hazards requires constant attention. Agency staff should become familiar with the equipment used at each client facility, making special notes of safety considerations. The following are general safety rules staff should follow in all facilities:

- Always use equipment according to the manufacturer's specifications.
- Never bypass or disable equipment safety features.
- Report malfunction of equipment to the appropriate authority and take the equipment out of service.
- Always turn an appliance off before unplugging it.

- Do not use extension cords.
- Check for frayed or loose cords.
- When replacing lamps and bulbs, verify that the replacement matches fixture requirements.
- Determine the reason that a fuse operated, or circuit breaker tripped before replacing or resetting.
- Know where your overcurrent devices are (i.e., circuit breakers and fuses) so they can be easily and quickly reached in an emergency.

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Registry Provider/Employee's Signature

Registry Provider/Employee's Printed Name

Date