Field Staff Handbook

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Introductory Statement

This handbook is designed to acquaint Field Staff with Worldwide Travel Staffing, Limited ("Worldwide") and provide information about working conditions, employee benefits, and some policies affecting employment. Field Staff must read, understand, and comply with all provisions of this handbook. Field staff must review any other materials or documentation cited or referenced in this handbook in their entirety. This handbook describes many of your responsibilities as an employee and outlines the programs developed by Worldwide for your benefit. One of our objectives is to provide a work environment conducive to personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. In its sole and absolute discretion, Worldwide reserves the right to revise, supplement, or rescind any policies or portions of the handbook from time to time as deemed appropriate. The only exception is our employment-at-will policy permitting you or Worldwide to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

Employee Acknowledgment Form

The Field Staff Handbook describes essential information about Worldwide Travel Staffing, Limited ("Worldwide"). I understand that I should consult the Chief Executive Officer, Leo R. Blatz, regarding any questions not answered in the handbook. I have entered my employment relationship with Worldwide voluntarily and acknowledge that there is no specified length of employment. Accordingly, Worldwide or I can terminate the relationship at will, with or without cause, at any time, so long as there is no applicable federal or state law violation. If our relationship is terminated, all benefits are immediately forfeited.

Since the information, policies, and benefits described here are subject to change, I acknowledge that revisions to the handbook may occur, except for Worldwide's employment-at-will policy. Revised information may supersede, modify, or eliminate existing policies. Only the Chief Executive Officer of Worldwide can adopt any revisions to the policies in the handbook.

I further acknowledge that this handbook is neither a contract of employment nor a legal document. I have received a copy of the handbook. I understand that it is my responsibility to read and comply with its policies and procedures, any documents referenced herein, and any revisions made.

_____

Employee name (please print)

_____

Employee Signature Date

*** Please print this signature page and return a signed copy to your recruiter. ***

Equal Employment Opportunity Policy Statement

Effective 2026

Worldwide Travel Staffing, Limited ("Worldwide") is committed to providing equal employment opportunities for all individuals and maintaining a work environment free from discrimination and harassment. It is the policy of Worldwide not to discriminate against any employee or applicant for employment because of race, color, religion, national origin, sex (including pregnancy), age, disability, sexual orientation, gender identity and/or expression, protected veteran status, genetic information, or any other characteristic protected by Federal, State, or local law.

It is also the policy of Worldwide to employ and to advance in employment, all persons regardless of their race, color, religion, national origin, sex (including pregnancy), age, disability, sexual orientation, gender identity and/or expression, protected veteran status, genetic information, or any other characteristic protected by Federal, State, or local law. All employment decisions at Worldwide Travel Staffing, Limited are based on business needs, valid job requirements, and individual qualifications. This policy shall apply to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship, at all employment levels. In addition, Worldwide will provide reasonable accommodations for qualified individuals with disabilities.

Worldwide employees and applicants will not be subject to harassment, intimidation, threats, coercion, or discrimination based on race, color, religion, national origin, sex (including pregnancy), age, disability, sexual orientation, gender identity and/or expression, protected veteran status, genetic information, or any other characteristic protected by Federal, State, or local law.

Retaliation including intimidation, threats, or coercion, because an employee has objected to discrimination, engaged or may engage in filing a complaint, assisted or participated in a review, investigation, or hearing or have otherwise sought to obtain their legal rights under any Federal, State, or local laws requiring equal opportunity for minorities, women, individuals with disabilities, or protected veterans is strictly prohibited.

As CEO, I am committed to Equal Employment Opportunity principles. I will ensure the dissemination and implementation of equal employment opportunity throughout all levels of the company. I will also establish and maintain an internal audit and reporting system to allow for effective measurement of Worldwide's programs.

In furtherance of Worldwide's policy regarding Equal Employment Opportunity, Worldwide has developed a written plan that outlines the policies, practices, and procedures to which Worldwide is committed. This Plan is available for inspection by any employee or applicant for employment upon request, during regular business hours, at 2829 Sheridan Drive, Tonawanda, New York, 14150.



Leo R. Blatz, R.N./M.S.N.
Chief Executive Officer

Letter from the Chief Executive Officer

Dear Colleague,

I would like to personally welcome you to Worldwide Travel Staffing, Limited ("Worldwide"). Thank you for joining the finest team of healthcare professionals in the world.

The staff at Worldwide and I recognize that you are our most valuable asset, and our mission is to treat you as such! We recognize that as healthcare professionals, your dedication to patient care and safety is your first and foremost priority. Worldwide understands the inherent demands placed upon you to deliver quality patient care, and we will do everything in our power to promote that essential outcome.

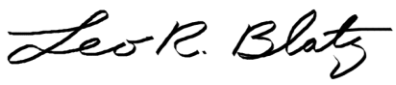
Our policy is to provide friendly and accurate service to our team of healthcare professionals. Our in-house staff of experienced recruiters and office personnel is dedicated to making your experience with Worldwide positive in every aspect. Your inquiries or questions will never be treated as a burden; our staff must be responsive, helpful, and cheerful.

The Field Staff Handbook answers many of your questions as a healthcare professional. It is intended to make your career enjoyable and as worry-free as possible.

I value quality service being consistently extended to all Worldwide employees. If you feel this is not the case, please call me on my direct line, 716-836-5521. I always answer this phone. I will discuss any concerns or answer any questions you may have. You can also contact me toll-free at 866-633-3700, ext. 101. I am interested in hearing about your experiences with Worldwide, both positive and negative. My e-mail address is LBlatz@WoldwideTravelStaffing.com. I am looking forward to both working with and hearing from you.

Thank you for choosing Worldwide.

Warm regards,



Leo R. Blatz, R.N., M.S.N.
Chief Executive Officer

Code of Ethics

Policy

Worldwide Travel Staffing Limited ("Worldwide") provides all services ethically and honestly and adheres to all applicable laws, rules, regulations, and standards. This philosophy is demonstrated through due diligence in providing services, avoiding waste, and promptly responding to clients' and staff's concerns.

Worldwide is committed to maintaining a working environment that promotes honesty and integrity. It permits our personnel and agents to demonstrate the highest ethical standards in performing their job functions and responsibilities.

Worldwide adheres to the highest ethical standards of business practice, contributing to our nation's and society's economic growth and social progress. Worldwide conscientiously fulfills its obligations to the industry, clients, and staff.

Worldwide acknowledges that our principal objective is to provide the best healthcare services for all clients and their patients.

Worldwide acknowledges and fulfills all obligations as an equal opportunity employer and will not discriminate against employees, clients, or patients based on race, religion, gender, sexual orientation, ethnic origin, or religious affiliations.

Worldwide observes all payroll and tax laws and protects clients and staff with insurance and bonding.

Worldwide acknowledges the obligation to thoroughly screen, test, monitor, and evaluate personnel to satisfy client needs.

Worldwide adheres to the highest standards of integrity in managing, advertising, marketing, and performing the services offered.

Worldwide acknowledges the responsibility to adapt products and services to changing needs in the health care field through close cooperation with professional organizations, planning agencies, and government legislative bodies.

All books, records, and documentation will accurately reflect the organization's business practices.

Worldwide treats client assets and property respectfully and demands that others do the same.

Worldwide aspires to be cost-effective while not sacrificing the quality or appropriate level of care for financial reasons.

Worldwide provides clients with information regarding charges for which they will be responsible prior to services being rendered.

When seeking reimbursement from any healthcare program or third-party payer, the organization honestly and accurately reflects the care and services provided.

The organization will not engage in conduct prohibited by antitrust laws.

Should the organization, its employees, and/or agents violate federal or state law, this organization will report the violation promptly and take necessary action(s) to rectify the situation.

Reasonable Accommodation

It is Worldwide's policy to make reasonable accommodation to the known physical and mental limitations of all otherwise qualified employees with a disability, qualified applicants, or Covered Veterans, unless it can demonstrate that the accommodation would impose an undue hardship on Worldwide's business, in accordance with the terms and conditions of Section 503 of the Rehabilitation Act of 1973 regulations. Undue hardship will be determined by assessing whether the requested regulations would cause significant difficulty or expense, as outlined in the Section 503 regulations.

If an employee, including a Covered Veteran with a known disability, is having significant difficulty performing his or her job and it is reasonable to conclude that the performance problem may be related to the known disability, Worldwide notifies the employee of the performance problem and inquires whether the problem is related to the employee's disability.

If the employee responds affirmatively, Worldwide confidentially inquires whether the employee needs a reasonable accommodation. In determining the extent of Worldwide's accommodation obligations, Worldwide will consider whether the accommodation would cause an undue hardship on the operation of its business and whether the employee poses a direct threat to the health and safety of the individual or others in the workplace.

Tips and Questions

Do I need to obtain my out-of-state license before accepting a travel assignment?

You must begin the application process immediately upon consideration of a travel assignment. This process can take up to eight weeks and vary from state to state. Worldwide will need an update on your license status before you begin any assignment, so the process must be started promptly. Please feel free to call if any problems arise. We can help you obtain your license and are available to answer your questions. One of the benefits of joining the Worldwide team is that you will be fully reimbursed for the cost of your license.

The following information will be needed for your file before you begin your assignment:

- A copy of your current and valid license or certification.
- Current certifications (CPR, ACLS, etc.). We will need a receipt with the state board seal or a cancelled check to reimburse you for the cost of your out-of-state license.
- You are responsible for maintaining a current and active license in good standing throughout your work assignment. Remember that you must not present yourself as an RN, LPN, graduate nurse, trained nurse, or nurse anesthetist before you have obtained your out-of-state license. Using any title, sign, card, or device that indicates that you are qualified to practice nursing before you have obtained your out-of-state license may violate state law.

What steps do I need to take before leaving home?

- Plan your route. Worldwide can provide you with maps and directions before you start.
- Inform your family of your travel plans and when you expect to reach your destination. Your family may travel with you, but you will be responsible for additional costs. If you are traveling with small children, consider committing to a longer contract (an entire semester, for example) or bringing someone to help with childcare.
- Make arrangements for the care of any pets. You may bring a pet on some assignments, but certain restrictions apply. Apartment complexes that allow pets usually have weight and size restrictions and require a pet deposit. You will be responsible for any pet deposits or pet-related fees. Before bringing your pet, you must check with Worldwide regarding these questions.
- Provide the post office with a forwarding address.
- Cancel utilities and any accounts that will not be used during your absence (cable TV, for example).
- Compile a folder/file or method for keeping track of receipts (professional license, travel, and work expenses) for tax purposes.
- Make sure your recruiter has your cell phone number. If you do not have a cell phone, purchasing one with a nationwide calling plan may be advisable.
- Make sure you have enough cash to get by until you receive your first paycheck.
- Make arrangements for any utilities not connected before your arrival.

TRAVEL TIPS: Follow your planned route and check weather reports before leaving. Travel during the day. Take frequent rest stops. Fill up before traveling through areas where gas may not be available. Carry equipment and supplies that may be needed in an emergency (jumper cables, flares, extra water, etc.) Carry your cell phone and keep in touch! Check in with your recruiter and let us know how your trip progresses.

What steps do I take when I reach my destination?

- Call your recruiter and make sure Worldwide has your new phone number.
- Check with the post office regarding the new address.

What should I do before my first day of work?

- Take a test drive to the hospital to familiarize yourself with the route.
- Check with your recruiter regarding the appropriate uniform. Scrubs, white uniforms, or jackets are usually acceptable, but some hospitals require a specific color. Remember, it is always important to present yourself professionally. Proper hygiene should be observed. Uniforms and shoes should be clean and neat. Please review the section of this policy manual titled "Personal Appearance" for further guidance.
- Have your name badge with your classification ready to wear. Badges must be worn at all times while on duty, but remember, you must have a valid license in the state you have traveled to. The facility may send you home without compensation if you are not wearing the appropriate badge.

What rules will apply once I begin my assignment?

- Exact terms and conditions will be outlined in your employment agreement, but in general, the following terms will apply:
    - Canceling or quitting an assignment: If you cancel a scheduled work assignment or are canceled by a facility due to failure to meet requirements, you will be responsible for costs incurred by Worldwide.
    - Time off during the assignment: Must be approved in advance by the facility and Worldwide.
    - Schedule changes: Check with your recruiter for details concerning your schedule. Any schedule changes must be requested in writing to both the facility and Worldwide seven days before the change. The facility will give final approval of any schedule changes.
    - Floating: You may be asked to float, and it is essential to remain flexible and professionally conduct yourself. If you are asked to float and are qualified for the assignment and refuse, your assignment may be terminated. If you are asked to float within a healthcare system and a change of work site is required, you may be asked to commute up to 60 miles or 60 minutes from the original site.
    - Family members: If you are traveling with family members, please do not have them visit or call you at work. Emergency calls should go through the Worldwide staffing office. Any information regarding your employment will be treated as confidential and will not be supplied to family members or friends (schedule changes, payroll questions, etc.).

Remember!

Your recruiter is here to help with any questions or issues you may have regarding your employment. Please don't hesitate to call.

Nature of Employment

Employment with Worldwide is voluntarily entered. The employee is free to resign at will at any time, with or without cause. Similarly, Worldwide many terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no applicable federal, state, or local law violation.

Policies outlined in this handbook are not intended to create a contract, nor are they to be construed as constituting contractual obligations of any kind or as an employment agreement between Worldwide and any of its employees. The handbook's provisions have been developed at the discretion of management and, except for its employment-at-will policy, may be amended or canceled at any time at Worldwide's sole discretion. These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Chief Executive Officer of Worldwide.

Field Staff must abide by all applicable laws, rules, policies, and procedures at the client facility where they are assigned to work.

Employment Decisions

Worldwide's Chief Executive Officer ("CEO") is responsible for making all employment decisions and ensuring compliance with federal, state, and local laws and regulations, as well as company policies and procedures. The CEO is the sole authority to make all employment decisions, including, but not limited to, hiring and firing of personnel, setting pay rates and work schedules, issuing bonuses and promotions, disciplining personnel, and formulating employment policies. No other Worldwide personnel or representative is authorized to make employment decisions unless specifically directed by the CEO. Unauthorized employment decisions are deemed null and void and/or unenforceable.

Patient Care

Under assigned facility supervision and following assigned facility policy and procedure, Worldwide staff shall:

- Provide professional, appropriate care to patients.
- Assess patient care needs, plan and implement nursing procedures, evaluate patient progress, and modify the care plan as necessary.
- Provide teaching to patients and their families.
- Direct the work of nursing support staff using appropriate delegation and supervision skills.

No reprisal action shall be taken against any Worldwide employee for reporting patient rights violations, abuse, neglect, or exploitation to the appropriate authorities.

Please refer to the "Patient's Bill of Rights" located in Appendix A of this handbook.

Employee Relations

Worldwide believes that the work conditions, wages, and benefits it offers its employees are competitive with those offered by other employers in the area and this industry. Employees with work conditions or compensation concerns are encouraged to voice them openly and directly to their Worldwide supervisors. Under no circumstances should Worldwide employees contact client facilities directly to discuss employment matters. Worldwide Travel Staffing is your employer. Client facilities are Worldwide's customers.

Our experience has shown that when employees deal openly and directly with Worldwide supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. Worldwide demonstrates its commitment to employees by responding effectively to employee concerns.

Immigration Law Compliance

In compliance with the Immigration Reform and Control Act of 1986, each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility as a condition of employment. Former employees who have been rehired must also complete the form if they have not completed an I-9 with Worldwide within the past three years or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact Worldwide's Chief Executive Officer. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Employment Categories

Worldwide intends to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period. Accordingly, the employee and Worldwide retain the right to terminate the employment relationship at any time.

Each employee is designated **NONEXEMPT** or **EXEMPT** from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal law and state laws. EXEMPT employees are excluded from specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed during employment.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are not on a temporary or introductory status and are regularly scheduled to work full-time. They are generally eligible for Worldwide's benefit package, subject to each benefit program's terms, conditions, and limitations.

PART-TIME employees are not assigned to a temporary or introductory status and are regularly scheduled to work less than 37.5 hours per week. While they receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for Worldwide's other benefit programs.

INTRODUCTORY employees are those whose performance is evaluated to determine whether further employment in a specific position or with Worldwide is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification. Unless otherwise specified, the introductory period will be 90 days.

TEMPORARY employees are hired as interim replacements, to supplement the workforce temporarily, or to assist in completing a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of Worldwide's other benefit programs. A temporary status will generally be limited to six months or less.

CASUAL employees are those who have established an employment relationship with Worldwide but are assigned to work on an intermittent and/or unpredictable basis. While they receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all other Worldwide benefit programs.

Employment Status

Worldwide's employment statuses and their associated definitions are as follows:

Active Status: Employees are in "Active Status" if they have worked at least one shift within the past 10 days.

Inactive Status: An employee is designated as "Inactive" if:

- They have never worked a shift for Worldwide, or
- They have been transitioned from "Active Status" after not working any shifts for 10 or more consecutive days, absent written authorization.
    - **Reactivation Process for Employees Converted to Inactive Status:** An employee who has been converted from Active Status to Inactive Status MUST complete all the following steps to initiate the process to reactivate:
        1. Submit a new Worldwide application.

2. Update their work history.
3. Complete the Official Request for Reactivation form.

To submit an Official Request for Reactivation, click the link below and complete the Official Request for Reactivation form. This handbook includes a copy of the form as APPENDIX J.

Official Request for Reactivation

Terminated Status: For more information on Terminated Status, please refer to the "Employment Termination" section of this handbook, as well as the "Employee Conduct and Work Rules" section, for a non-exhaustive list of conduct and violations that will result in involuntary discharge.

Access to Personnel Files

Worldwide may maintain a personnel file on employees. The personnel file may include such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records. Personnel files are the property of Worldwide, and access to the information they contain is restricted. Generally, only the employee themself or management personnel of Worldwide who have a legitimate reason to review information in a file can do so.

Employment Reference Checks

To ensure that individuals who join Worldwide are well qualified and have a strong potential to be productive and successful, Worldwide will check the employment references of applicants.

Personnel Data Changes

Each employee is responsible for promptly notifying Worldwide of any changes in personnel data. Personnel data includes, but is not limited to, mailing addresses, telephone numbers, and the number and names of dependents and individuals to be contacted in an emergency.

Introductory Period

The introductory period is intended to allow new employees to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Worldwide uses this period to evaluate employee capabilities, work habits, and overall performance. The employee or Worldwide may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All employees work on an introductory basis for the first 90 days following their hire date. Any significant absence will automatically extend the introductory period by the length of the absence. If Worldwide determines that the designated introductory period does not allow

enough time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

During the introductory period, new employees are eligible for the benefits required by law. They may also qualify for other benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for details on eligibility requirements.

Upon satisfactory completion of the introductory period, employees enter the "regular" or "continued" employment classification.

End of Assignment Interviews

At Worldwide's request, employees shall participate in an End of Assignment Interview for the orderly transition of their duties, to arrange for the return of facility property, and to discuss and complete such other matters as may be necessary to ensure full compliance with any contractual obligations or the policies and procedures outlined in this handbook. Within 48 hours of Worldwide's request for an End of Assignment Interview, employees shall provide two alternate dates and times when they are available to participate. Failure to provide availability within 48 hours and/or failure to participate in an End of Assignment Interview shall be recognized as a voluntary resignation from Worldwide, resulting in conversion to inactive status.

Employment Applications

Worldwide relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentation, falsification, or material omission may result in exclusion of the individual from further consideration for employment and, if applicable, termination of employment. All employees are under a continuing obligation to ensure the accuracy of the information submitted on their application. Any material changes to the status of the information listed on an employee's application must be updated immediately by notifying your recruiter and completing a new employment application.

Employment Application Documentation

Worldwide requires, at a minimum, the following compliance documentation to be kept on file. Please note that there may be additional "facility-specific" documentation required:

- Completed Application
- Completed Skills Checklist in Clinical Specialty
- Verification of a minimum of two years' recent experience
- Employment Verification for the last three years
- Two professional references addressing clinical skills.
- Licensure verification
- Current copy of CPR or BLS

- Initial Physical
- Annual negative PPD or Chest X-ray
- Titers or proof of Immunizations, if required
- Hepatitis B documentation or declination if required.
- Criminal Background Check
- State-specific drug screen
- Annual In-Service Training
- Bloodborne Pathogens, Universal Precautions, Hazard Communications Policy, Age Specific Competency, HIPAA & Patient's Rights Training, Tuberculosis, Infection Control, Fire & Safety, and Moving & Lifting
- Completed I-9 with required documents and W-4

Worldwide employees must maintain current and valid licenses and certifications as a condition of employment. Worldwide provides assistance to employees for continuing education units to enhance their skills and knowledge.

Hiring Procedures

Upon receipt of an employment application and required compliance documentation, Worldwide's Clinical Specialist will verify all licenses and certifications, and conduct reference checks. The Clinical Specialist will complete a Worldwide Employee Compliance Form when all verifications have been completed. The completed Employee Compliance Form will be submitted to the Clinical Director for review.

Once the Clinical Director has approved the submission, the interview process will begin. The Clinical Specialist and the Clinical Director will conduct the interview. If the candidate meets the criteria for the assignment, the Clinical Specialist will submit the candidate's profile for consideration by the client facility. The candidate will be interviewed a second time by the client facility. The client facility has final decision-making authority regarding whether the candidate will be accepted for assignment.

Orientation and Training

Facility-specific orientation and training will be conducted onsite in accordance with the applicable facility rules, policies, and procedures. Worldwide employees will be oriented in the assigned department according to their proposed scope of practice. The facility's Preceptor will develop and conduct any additional orientation required. When facility protocols require orientation materials to be provided in advance of your first day on assignment, Worldwide will forward the appropriate documentation for review.

Employee Evaluation Procedures

Periodic performance evaluations will be conducted. Supervisors and employees are encouraged to discuss job performance on an informal, day-to-day basis. This will enable them to discuss job

tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches to enhancing patient care.

Position Descriptions

Registered Nurse

Medical advancements have increased the Registered Nurse's responsibilities. The Registered Nurse is the primary point of contact between the patient, physician, and the world of healthcare. A Registered Professional Nurse is a highly competent, valuable member of the professional health team who, through clinical experience and education, performs with a high level of sophistication.

Qualifications:

- Current license to practice as a Registered Nurse in the state of placement.
- Graduate of an accredited school of nursing
- At least one (1) year of professional clinical practice on the specified unit as an RN in the United States

Primary Functions:

- Provides total patient care in accordance with the physician's orders and individual patient needs within the scope of standards of nursing practice.
- Observes and documents information that reflects the patient's clinical condition, with respect to the entire human being. Reports the same to oncoming nurses, supervisory nursing personnel, and physicians.
- Maintain accurate and complex records of nursing observation and care.
- Assigns patients to ancillary personnel based on the patient's needs and personnel qualifications.
- Supervises the care given by ancillary personnel.
- Acts as a role model for ancillary personnel.
- Performs and/or supervises treatment, administers medication as required, and documents such.
- Counts narcotics with another nurse according to the facility's policies and procedures.
- Conducts team conferences and assumes responsibilities for keeping plans, implementation, and evaluations of current nursing care.
- Actively participates in patient and/or family teaching, appropriately documents activity and response to instructions.
- Cooperates in maintaining a high level of order, safety, and strict control over narcotics and other dangerous drugs.
- Institutes emergency procedures in the absence of a physician to offset life-threatening situations; maintains the defined institution's policies and procedures.
- Keeps abreast of current nursing trends and continuing education opportunities.
- Duties will vary depending on the nursing care setting.
- Registered Nurses may choose to specialize in one field or rotate to different areas.

Physical Demands and Working Conditions:

- Work is of medium physical demand; walking and standing most of the time on duty.
- Frequent maneuvering, lifting, and transfer of patients.
- Frequent reaching, bending, handling, and fingering of instruments and caring for patients' needs.
- Hearing to distinguish differences in the heartbeat and breathing of the patient.

- Near visual acuity to read gauges, instructions, medication labels, and orders.
- Motor coordination and manual dexterity to coordinate hands, eyes, and fingers.

Licensed Practical Nurse

Licensed Practical Nurses (LPNs) provide a large portion of direct patient care. Nursing aides and other assistants may assist them in some of their duties. Registered Nurses and Nurse Managers direct them.

Qualifications:

- Current nursing license to practice as an LPN/LVN in the state of placement.
- Graduate of an accredited LPN/LVN program
- At least one (1) year of professional clinical practice on the specified unit in the United States

Primary Functions:

- Provides total patient care in accordance with physician orders and individualized patient needs in conformance with recognized standards of nursing practice and under the supervision of a registered nurse.
- Observes and documents pertinent information that reflects the patient's clinical condition, with respect to the entire human being. Reports the same to the oncoming nurses, charge nurses, and physicians.
- Maintains accurate and complex records of nursing observations and care.
- Conducts ongoing assessments as determined by age-specific assessment of the patient.
- Performs treatments and administers prescribed medications as required and within the scope of the Nurse Practice Act in the state of placement.
- Observes and documents patients' assessments and reactions to treatment and/or medications.
- Collects and labels specimens as ordered by the physician for testing following the facility's policies and procedures.
- Assists patients with personal care, ambulation, positioning, and feeding, while performing basic nursing care.
- Maintains the client facility's policies, procedures, and protocols.
- Actively participates in patient and/or family teaching, appropriately documents activity and response to instructions.
- Cooperates in maintaining a high level of orders and safety within the unit.
- Institutes emergency procedures to offset life-threatening situations.
- Keeps abreast of current nursing trends and continuing education opportunities.
- Duties will vary depending on the nursing care setting.

Physical Demands and Working Conditions:

- Work is of medium physical demand, walking and standing most of the time on duty.
- Frequent maneuvering, lifting, and transfer of patients.
- Frequent reaching, bending, handling of instruments, and caring for patients' needs.
- Hearing to distinguish differences in the patient's breathing and heartbeat.
- Near-vision acuity to read gauges, medication labels, and orders.
- Motor coordination and manual dexterity to coordinate hands, eyes, and fingers.

Certified Nursing Assistant (CNA)

A Certified Nursing Assistant provides bedside care, including basic nursing procedures, under the supervision and control of a Registered Nurse (RN) or Licensed Practical Nurse (LPN). They also provide routine care to patients, including taking vital signs, moving patients, assisting in some medical procedures, and observing patients' conditions to report them to their supervising Nurse.

Qualifications:

- Current certification to operate as a CNA in the state of placement based on a state-approved training program consisting of written work and supervised clinical training.
- At least one (1) year of professional clinical practice in the United States
- CPR or BLS certified.

Primary Functions:

- Answer patient call signals.
- Observe the patient's conditions, measuring and recording food and liquid intake, output, and vital signs, and report changes to professional staff.
- Turn and reposition bedridden patients, alone or with assistance, to prevent bedsores.
- Feed patients who are unable to feed themselves.
- Help patients walk, exercise, and move in and out of bed.
- Provide patient care by applying dressings and supervising exercise routines.
- Prepare patients for surgery, treatment, or examination.
- Transport patients to treatment units using a wheelchair or stretcher.
- Clean rooms and change linens.

Physical Demands and Working Conditions:

- Work is of medium to heavy physical demand, walking and standing most of the time on duty.
- Frequent maneuvering, lifting, and transfer of patients.
- Frequent reaching, bending, and caring for the patient's needs.
- Hearing to distinguish patients' breathing and heartbeat.
- Near-vision acuity to read gauges and patient orders.
- Color vision is used to perceive changes in the patient's skin and nail color.
- Motor coordination and manual dexterity to coordinate hands, eyes, and fingers.

Physical Therapist

A Physical Therapist is a highly competent, valuable provider who, through clinical experience and education, provides services that help restore function, improve mobility, relieve pain, and prevent or limit permanent physical disabilities in patients suffering from injuries or disease.

Qualifications:

- Current license to practice as a Licensed Physical Therapist in the state of placement.
- Graduate of an accredited physical therapist educational program.
- Must possess and maintain current Basic Life Support certification.
- At least one (1) year of skilled practice within the past two (2) years.
- Must possess a comprehensive working knowledge of anatomy, biomechanics, general medical conditions, and therapeutic procedures and interventions for these conditions.

Primary Functions:

- Examines patient's medical histories and then tests and measures the patient's strength, range of motion, balance and coordination, posture, muscle performance, respiration, and motor function.
- Electrical stimulation, hot or cold compresses, and ultrasound relieve pain and reduce swelling.
- Uses traction or deep tissue massage to relieve pain.
- Teaches the use of assistive and adaptive devices such as crutches, prosthetics, and wheelchairs.
- Show patients exercises to do at home to expedite their recovery.
- Develops treatment plans describing a treatment strategy, its purpose, and anticipated outcomes.
- Documents patients' progress, conducts periodic examinations, and modifies treatments when necessary.
- Determines patients' ability to be independent and reintegrate into the community or workplace after injury or illness.
- Discharges patients from physical therapy when goals or projected outcomes have been attained and provides for appropriate follow-up care or referrals.
- Informs patients when diagnosis reveals findings outside their scope and refers to an appropriate practitioner.

Physical Demands and Working Conditions:

- Work is of medium physical demand, walking and standing most of the time on duty.
- Frequent maneuvering, lifting, and transfer of patients.
- Frequent reaching, bending, handling of instruments, and caring for patients' needs.
- Hearing to distinguish differences in the patient's breathing and heartbeat.
- Near-vision acuity to read gauges, medication labels, and orders.
- Motor coordination and manual dexterity to coordinate hands, eyes, and fingers.
- Sometimes physically demanding because they must stoop, bend, kneel, crouch, or lift.
- Practice in hospitals, clinics, and private offices with specially equipped facilities, or treat patients in hospital rooms, homes, or schools.

Radiological Technologist

Works under the direct supervision of the Radiology Supervisor and under the general supervision of the Administrative Director of Radiation Services, performs radiographic procedures to assist in the diagnosis of disease and injuries. The Radiological Technologist works effectively with patients and patients' families and maintains a cooperative relationship with interdepartmental personnel.

Qualifications:

- Current registration with the American Registry of Radiological Technologists.
- Graduate of an accredited radiological technologists' educational program.
- Must possess current BLS.

Primary Functions:

- Performs radiographic procedures as prescribed by a physician.
- Determines proper technique by selecting voltage, current, and exposure time.
- Positions patients for the proper view of the affected area.
- Instruct patients on the proper physiological requirements for the procedure.
- Prepares contrast media and administers to patients intravenously or through other body cavities.
- Maintains technique charts in rooms in compliance with state law.

- Teaches radiographic technology students the proper procedures, X-ray physics, equipment operation, anatomy, and the duties and responsibilities of a Radiographic Technologist.
- Operates portable radiographic equipment for procedures throughout the hospital, including the intensive care unit, cardiac care unit, recovery room, and emergency room.
- Provides preventive maintenance to equipment and monitors its operation.
- Contacts nursing stations to verify patient schedules, medications, and special requirements or restrictions.
- Assesses the patient's condition before administering a contrast media or performing the radiographic procedure.
- Charts patient medications and completes X-ray requests for billing.
- Discusses radiological examination results with the departmental supervisor or professional personnel.
- Ensures that any required consent forms are signed before examination.
- Actively participates in the quality-assurance monitoring and recording efforts of the department.

Physical Demands and Working Conditions:

- Work is of medium physical demand, walking and standing most of the time on duty.
- Frequent maneuvering, lifting, and transfer of patients.
- Frequent reaching, bending, handling of instruments, and caring for patients' needs.
- Near-vision acuity to read gauges, medication labels, and orders.
- Motor coordination and manual dexterity to coordinate hands, eyes, and fingers.
- Sometimes physically demanding because they must stoop, bend, kneel, crouch, or lift.

Surgical Technologist

A Surgical Technologist (ST) assists surgical operations by performing scrubbing duties for operative procedures under the supervision of surgeons, nurses, or other surgical personnel. The ST is under the direction of the Nurse Manager and is directly supervised by the Nursing staff in the operating room.

Qualifications:

- High School diploma or GED equivalency
- Graduation from an accredited Surgical Technologist training program.
- Certified as a Surgical Technologist (CST) through a certification examination.
- Evidence of BLS
- At least one (1) year of skilled practice within the past two (2) years

Primary Functions:

- Must respond quickly and know procedures well to prepare the instruments for surgeons without being told.
- Prepares the operating room by setting up surgical instruments, equipment, sterile drapes, and sterile solutions.
- Knowledge of and the ability to identify surgical instruments, their care, storage, and sterilization.
- Prepare patients for surgery by washing, shaving, and disinfecting incision sites.
- Ability to observe patients' vital signs, check charts, and assist the surgical team with gowning and gloving.
- Safely breaks down the contaminated area after the procedures are completed to prevent the spread of contamination.

- Safely operates steam and gas autoclaves and mechanical and electrical equipment.
- Maintains and controls all surgical equipment and supplies, performs routine inventory while monitoring expiration dates, and recommends procurement of equipment and supplies for various specialties.
- Keeps abreast of new developments, techniques, and surgical procedures.

Physical Demands and Working Conditions:

- Work is of medium physical demand.
- Standing for long periods and remaining alert during operations.
- Conscientious, orderly, and emotionally stable to handle the demands of the operating room environment.
- Frequent maneuvering, lifting, and transfer of patients.
- Frequent reaching, bending, handling of instruments, and caring for patients' needs.
- Near-vision acuity to read gauges, medication labels, and orders.
- Motor coordination and manual dexterity to coordinate hands, eyes, and fingers.
- Sometimes physically demanding because they must stoop, bend, kneel, crouch, or lift.

Holidays

Worldwide, employees who work on holidays may be paid holiday time according to the client facility's policy and procedures. Please check with your recruiter about the policy at your assigned facility. Your holiday rate and eligibility will be reflected in your employment agreement.

Sick Time

If you call in sick for the day, you must call the facility and Worldwide. Sick time will be unpaid unless paid time is required under applicable federal, state, or local law.

Workplace Safety Rules and Procedures

All employees have a continuing duty to understand, refer to, and follow Worldwide Travel Staffing's Health and Safety Policy and Procedures Manual. The Health and Safety Policy and Procedures Manual addresses essential workplace safety topics such as:

- General health and safety in the workplace.
- Workplace safety rules and procedures.
- Reporting workplace injuries and illnesses, unsafe conditions or safety concerns, and near misses.
- First-aid and medical emergencies, fire safety, and other workplace emergencies.

An electronic copy of the Health and Safety Policy and Procedures Manual is available for download by visiting https://worldwidetravelstaffing.com/resources/forms/. An electronic copy will be emailed upon request by contacting Worldwide's Chief Executive Officer. A hard copy of the document is available for review at 2829 Sheridan Drive, Tonawanda, NY 14150. If you experience issues accessing the Health and Safety Policy and Procedures Manual, please

immediately contact Worldwide's Chief Executive Officer. All employees must understand, refer to, and always follow the Health and Safety Policy and Procedures Manual.

Field staff also have a continuing duty to understand, refer to, and follow the specific safety policies and procedures in place at any client facility to which they are assigned.

Workers' Compensation Insurance

Worldwide provides workers' compensation insurance at no cost to employees. The program covers any injury or illness sustained during employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses **must** follow the policies and procedures outlined in Worldwide's Health and Safety Policy and Procedures Manual discussed above. Additionally, employees must immediately inform Worldwide's Clinical Director, Leo R. Blatz. No matter how minor an on-the-job injury may appear, it **must** be reported to Mr. Blatz immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither Worldwide nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Worldwide.

Benefits Continuation (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) allows employees and their qualified beneficiaries to continue health insurance coverage under Worldwide's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events include resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements. Under COBRA, the employee or beneficiary pays the full cost of coverage at Worldwide's group rates plus an administration fee. Worldwide provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under Worldwide's health insurance plan. The notice contains important information about the employee's rights and obligations.

Timekeeping

Every nonexempt employee is responsible for accurately recording and reporting time worked. Federal and State laws require Worldwide to accurately record time worked to calculate employee pay and benefits. Time worked is the time spent on the job performing assigned duties. Nonexempt employees should accurately record the time they begin and end their work and each meal period's beginning and ending times. They should also record the beginning and

ending times of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, or tampering with your time records or recording time on another employee's time record may result in disciplinary action, including termination of employment.

Direct Deposit

Electronic Direct Deposit is an efficient, secure, and economical payment method. Direct deposit ensures an individual's payment is timely deposited, even if they are out due to illness, on vacation, or other approved leave. Employees must complete the Direct Deposit Form to authorize the direct deposit of pay if they wish to participate. Electronic funds can be deposited into any financial institution in the United States. The employee must notify Worldwide of any change to their bank and/or bank account(s) that affect their direct deposit by completing a new Direct Deposit Form. Due to employees' hiring date and payroll processing schedules, the first payroll payment after completing a Direct Deposit Form may be processed as a paper check.

Please also note that, consistent with information security best practices, Worldwide deletes direct deposit information from our systems immediately upon an employee's end of assignment. Accordingly, all final paychecks will routinely be processed as paper checks and mailed via certified mail to the employee's address of record.

Employment Termination

Worldwide's Chief Executive Officer ("CEO") makes all employment decisions and ensures compliance with federal, state, and local laws and regulations, as well as company policies and procedures. The CEO is the sole authority to make all employment decisions, including, but not limited to, hiring and firing of personnel, setting pay rates and work schedules, issuing bonuses and promotions, disciplining personnel, and formulating employment policies. No other Worldwide personnel or representative is authorized to make employment decisions unless specifically directed by the CEO. Unauthorized employment decisions are deemed null and void and/or unenforceable.

Termination of employment is an inevitable part of personnel activity within any organization, and many reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

Resignation

Voluntary employment termination initiated by an employee.

Discharge

Involuntary employment termination initiated by the organization.

Layoff

Involuntary employment termination initiated by the organization for non-disciplinary reasons.

Retirement

Voluntary employment termination initiated by the employee, meeting age, length of service, and any other criteria for retirement from the organization.

All staff are required to affirmatively request an additional job assignment within fourteen (14) days of completing or ending a job assignment by completing the Official Request for an Additional Assignment form. Phone calls or text messages will NOT be recognized as official or acceptable methods of requesting an additional job assignment. Failure to affirmatively request an additional job assignment or refusal of an additional suitable job assignment will be considered a voluntary resignation from Worldwide Travel Staffing, and potential unemployment benefits may be affected. To request an additional job assignment, click the link below and complete the Official Request for an Additional Assignment form. This handbook includes a copy of the form as APPENDIX H.

Official Request for an Additional Assignment Form

Worldwide may request exit interviews at the time of employment termination. The exit interview will allow discussing such issues as employee benefits, conversion privileges, repayment of outstanding debts to Worldwide, or return of company-owned property. Suggestions, complaints, and questions can also be voiced.

Since employment with Worldwide is based on mutual consent, both the employee and Worldwide have the right to terminate employment at will, with or without cause, at any time. If the employee chooses, some benefits may be continued at the employee's expense. The employee will be notified in writing of the benefits that may be continued and the terms, conditions, and limitations of such continuance.

Per Diem Employees

Per diem employees are required to communicate their availability to work as follows:

1. **Advanced Notification**: Per diem employees must provide their availability to Worldwide and to the facility to which they are assigned before the commencement of each work week.
2. **Immediate Response**: Per diem employees must also respond to availability requests from Worldwide or the facility immediately upon receipt of such requests.

Failure to communicate availability to work in accordance with the methods above will be considered job abandonment and constitute the per diem employee's voluntary resignation from Worldwide, resulting in conversion to inactive status.

If a per diem employee fails to work any shifts for seven (7) consecutive days without prior authorization from Worldwide's Clinical Director, the per diem employee is required to submit their availability using the Official Request for Per Diem Availability form within fourteen (14) days following their last shift worked. Phone calls or text messages will not be accepted as valid methods for providing availability. Failure to submit the Official Request for Per Diem Availability form within the required time frame will be considered job abandonment and constitute the per diem employee's voluntary resignation from Worldwide, resulting in conversion to inactive status.

Failure to accept any shifts for fourteen (14) consecutive days without prior authorization from Worldwide's Clinical Director will be considered job abandonment and constitute the per diem employee's voluntary resignation from Worldwide, resulting in conversion to inactive status.

To submit your per diem availability, please click on the link below to complete the Official Request for Per Diem Availability form. Please note, an inactive status per diem worker who wishes to return to active status with Worldwide must complete **BOTH** the Official Request for Per Diem Availability Form **AND** the Official Request for Reactivation form.

- Official Request for Per Diem Availability form. A copy of this form is also included as APPENDIX I of this handbook.
- Official Request for Reactivation form. A copy of the form is also included in this handbook as APPENDIX J.

Severance Pay

Worldwide does not offer severance pay.

Administrative Pay Corrections

Worldwide takes all reasonable measures to ensure employees are paid correctly and on the scheduled payday. In those rare instances of an error, Worldwide asks that the employee promptly and within 14 days bring the discrepancy to the attention of their recruiter and the Chief Executive Officer so that any corrections can be made as quickly and seamlessly as possible.

Worldwide fully complies with all governing laws, rules, and regulations. Worldwide offers a quick and informal internal dispute resolution process. The committee will meet within one week of any written request for review. A formal determination will be provided via email within three business days of that meeting.

Pay Deductions and Setoffs

The law requires that Worldwide make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. Worldwide also must deduct Social Security taxes on each employee's earnings up to a specified limit called the Social Security

"wage base." Worldwide matches the amount of Social Security taxes paid by each employee. Pay setoffs are pay deductions Worldwide takes, usually to help pay off a debt or obligation to Worldwide or others. If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor can assist in having your questions answered.

Non-Employer-Sponsored Activities

Worldwide does not require, sponsor, endorse, or promote participation in programs, events, or activities outside of regular scheduled work assignments, as outlined in applicable job descriptions. Any programs, events, or activities outside regular scheduled work assignments are considered Non-Employer-Sponsored Activities.

Participation in Non-Employer-Sponsored Activities is voluntary and wholly unrelated to employment with Worldwide. Employees will receive no compensation from Worldwide for Non-Employer-Sponsored Activities. When participating in Non-Employer-Sponsored Activities, employees are NOT considered to be performing services growing out of or incidental to employment, and therefore, any disability or injury incurred due to voluntary participation is not compensable under Workers' Compensation.

Some examples of Non-Employer-Sponsored Activities include, but are not limited to, jogging, hiking, aerobics, weight training, use of exercise equipment or facilities, cycling, yoga, swimming, dancing, and basketball. This is not intended as an exhaustive list of Non-Employer-Sponsored Activities.

Work Schedules

Worldwide Travel Staffing remains your employer throughout your engagements at client facilities. Client facilities are Worldwide's customers and clients. All employment-related questions and concerns, including those related to scheduling, must be directed to Worldwide only. Do not contact client facilities directly without Worldwide's direction and approval.

Scheduling will be conducted through Worldwide by providing your availability to Worldwide. Client facility supervisors will then advise employees of the times their schedules will typically begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, the total hours scheduled each day and week, or the unit to which field staff are assigned. Supervisors will schedule an unpaid meal break. Overtime and holidays will be paid in accordance with facility policy and the terms outlined in your assignment agreement.

Worldwide field staff must recognize that unpredictable workforce fluctuations due to illness, weather emergencies, patient census changes, and other reasons are the norm in healthcare. Worldwide field staff may be directed to float to different shifts and/or units to accommodate facility staffing needs. Facilities have varying policies outlining how and when field staff will be asked to float. Worldwide field staff must familiarize themselves with the specific policy outlining

float protocols. When asked, Worldwide field staff must remain flexible and accommodating. Although floating field staff is never the preferred methodology for staffing, it is a standard necessity in healthcare. Cooperation and teamwork are expected.

Mandatory Lunch Breaks

Worldwide Travel Staffing and applicable labor law require all staff to take a mandatory lunch break unless there is an emergency, and you are pre-authorized to work through your lunch. The requirement is a standard and unvarying policy to ensure compliance with Federal and State law as enforced by the Department of Labor.

- Employees who work six (6) or more hours a day must take a 30-minute unpaid lunch break.
- You must document your lunch break as unpaid hours on your timesheet.
- Lunch breaks are typically taken after the first four (4) hours on the job, depending on your schedule. Please collaborate with your supervisor to determine the best time to take your lunch break.
- If an emergency requires you to work through your lunch break, you must have a supervisor pre-authorize the variance from the mandatory lunch break policy. You must complete Worldwide's No Lunch Emergency Correction Form after finishing your shift. A facility authorized representative from the nursing department must sign the form, confirming that you were directed to work through lunch. A copy of the No Lunch Emergency Correction Form is included as **APPENDIX L** of this handbook and available for download by visiting https://worldwidetravelstaffing.com/resources/forms/.

Additional Break Periods

Depending on your assignment location, state law or facility policy may mandate additional break periods, which may be paid or unpaid.

- You must take all breaks as scheduled unless you secure written preauthorization from your facility supervisor, which permits you to work through the required break period.
- If you believe you are/were entitled to an additional break period you did not receive, you must immediately email Worldwide's Clinical Director on the same date the violation may have occurred.

Use of Phone and E-Mail Systems

E-mail messages are for business purposes only. Sent, received, saved, deleted, and discarded messages are considered CONFIDENTIAL. Any mail delivered to the client facility address should be regarded as property of the client facility. The mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace.

Employees should always use the approved greeting to ensure effective telephone communications and speak courteously and professionally. Please confirm information received from the caller and hang up only after the caller has done so. Personal use of telephones for outgoing calls, including local calls, is not permitted.

Smoking

In keeping with client facilities and Worldwide's intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace unless there is a designated smoking area. This policy applies equally to all employees, customers, and visitors.

Overtime

Employees may be offered overtime when operating requirements or other needs are unmet during regular working hours. All overtime work must receive a supervisor's authorization. Overtime and holidays will be paid in accordance with the terms outlined in your assignment agreement.

Use of Equipment

Equipment essential in accomplishing job duties is often expensive and difficult to replace. Employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines when using client facility property.

Please notify the supervisor if equipment, machines, or tools appear damaged, defective, or need repair. Prompt reporting of damages, defects, and the need for repairs could prevent equipment deterioration and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintaining and caring for equipment used on the job. Improper, careless, negligent, destructive, or unsafe use or operation of equipment may result in disciplinary action, up to and including termination of employment.

Transportation

Employees are solely responsible for securing reliable transportation to and from work. Worldwide does not provide, arrange for, facilitate, or assist employees with transportation.

Emergency Closing

At times, emergencies such as severe weather, fires, or power failures can disrupt client facilities and Worldwide operations. In extreme cases, these circumstances may require the temporary closing of a facility. When operations are officially closed due to emergency conditions, time off from scheduled work will be unpaid.

Visitors in the Workplace

Only authorized visitors are allowed in the workplace to ensure the safety and security of employees and the facilities. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures equipment security, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All authorized visitors should enter Worldwide or client facilities at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors. If an unauthorized individual is observed on premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the main entrance.

Family and Medical Leave

Worldwide provides leave according to the Family and Medical Leave Act of 1993 ("FMLA"), which provides for unpaid, job-protected leave to covered employees in certain circumstances and the New York Paid Family Leave Benefits Law ("NYPFL"), which provides for paid, job-protected leave to covered employees in certain circumstances.

Eligibility

To qualify for FMLA leave, you must: (1) have worked for Worldwide for at least 12 months, though it need not be consecutive; (2) worked at least 1,250 hours in the last 12 months; and (3) be employed at a work site that has 50 or more employees within 75 miles. If you have any questions about your eligibility for FMLA leave, please contact Worldwide's Clinical Director, Leo R. Blatz.

To qualify for paid family leave under NYPFL, you must have worked for Worldwide physically within New York State for 26 or more consecutive weeks if you work a regular work schedule of 20 or more hours per week. Employees with a regular work schedule of less than 20 hours per week are eligible after working for Worldwide for 175 days in a 52-consecutive-week period.

Leave Policy

If eligible, you may take up to 12 or 26 weeks of unpaid family or medical leave under the FMLA, whichever is applicable (as explained below), within the relevant 12-month period defined below. If eligible, during the calendar year, you may take up to twelve weeks of paid family leave within a 52-week calendar year under NYPFL.

While you are on leave, Worldwide will maintain your group health insurance coverage at the same level and under the same circumstances as when you were actively working, as explained more fully under the Medical and Other Benefits section. Upon returning from approved FMLA leave, you have the right to be restored to the same job or an equivalent position, subject to the terms, limitations, and exceptions provided by law.

Leave Entitlement

Eligible employees may take up to 12 weeks of unpaid **FMLA** leave in a 12-month period for any of the following reasons:

- The birth of a son or daughter and to care for such son or daughter (leave to be completed within one year of the child's birth).

- The placement of a son or daughter with you for adoption or foster care and to care for the newly placed son or daughter (leave to be completed within one year of the child's placement).
- To care for a spouse, son, daughter, or parent with a serious health condition.
- To care for your own serious health condition, which renders you unable to perform any of the essential functions of your position.
- A qualifying exigency of a spouse, son, daughter, or parent who is a military member on covered active duty or called to covered active-duty status (or has been notified of an impending call or order to covered active duty).

Eligible employees may take up to 26 weeks of unpaid **FMLA** leave in a single 12-month period, beginning on the first day that you take FMLA leave to care for a spouse, son, daughter, or next of kin who is a covered service member and who has a serious injury or illness related to active duty service, as defined by the FMLA's regulations (known as military caregiver leave).

Eligible employees may take up to twelve weeks of family leave in a 52-week calendar period under **NYPFL** for any of the following reasons:

- To participate in providing care, including physical or psychological care, for a family member with a serious health condition.
- To bond with your son or daughter during the first 12 months after the child's birth.
- To prepare for or bond with an adopted or foster child. The leave must end no later than 12 months after the placement of the child.
- A qualifying reason as provided for under the FMLA when your spouse, domestic partner, child, or parent is deployed on active military duty or has been notified of an impending call or order to active military duty.
- Should you be eligible for leave under both FMLA and NYPFL, your leave under these laws will run concurrently.

Both Spouses Employed by Worldwide

Spouses who are both employed by Worldwide and eligible for FMLA leave may be limited to:

- A combined total of 12 weeks of leave during the 12-month period if leave is requested:
  - for the birth of a son or daughter and in order to care for such son or daughter.
  - for the placement of a son or daughter with the employee for adoption or foster care, and to care for the newly placed son or daughter; or
  - to care for an employee's parent with a serious health condition.
- A combined total of 26 weeks in a single 12-month period if the leave is either for:
  - military caregivers leave; or
  - a combination of military caregiver leave and leave for other FMLA-qualifying reasons.

If both spouses request the same period of paid family leave to bond with the same child, Worldwide may deny one spouse's request.

Notice of Leave

If your need for **FMLA** or **NYPFL** is foreseeable, you must give Worldwide at least 30 days' prior written notice. If this is not possible, you must at least give notice as soon as practicable (within one to two business days of learning of your need for leave). Failure to provide such notice may be grounds for delaying FMLA-protected and paid family leave, depending on the facts and circumstances.

Additionally, if you are planning a medical treatment or a series of treatments or you are taking military caregiver leave, you must consult with Worldwide first regarding the dates of such treatment to work out a schedule that best suits the needs of both the employee or the covered military member, if applicable, and Worldwide.

Where the need for leave is not foreseeable, you are expected to notify Worldwide within one to two business days of learning of your need for leave, except in extraordinary circumstances. Worldwide has the Family and Medical Leave Act and paid family leave request forms available from the Clinical Director, Leo R. Blatz. Please submit a written request, using this form, when requesting leave.

Certification of Need for Leave

If you are requesting leave because of your own or a covered relation's serious health condition, you and the relevant health care provider must supply appropriate medical certification. You may obtain Medical Certification forms from the Clinical Director, Leo R. Blatz. When you request leave, Worldwide will notify you of the requirement for medical certification and when it is due (at least 15 days after you request leave). If you provide at least 30 days' notice of medical leave, you should also provide the medical certification before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of FMLA-covered leave until it is provided.

Worldwide, at its expense, may require an examination by a second health care provider designated by Worldwide. If the second health care provider's opinion conflicts with the original medical certification, Worldwide, at its expense, may require a third, mutually agreeable, health care provider to conduct an examination and provide a final and binding opinion. Worldwide may require subsequent medical recertification. Failure to provide the requested certification within 15 days, if practicable, may delay further leave until it is provided.

Worldwide also reserves the right to require certification from a covered military member's health care provider if you are requesting military caregiver leave and certification in connection with military exigency leave.

If you are requesting leave under **NYPFL**, you must complete a Request for Paid Family Leave form and provide supporting documentation of the need for leave and submit it to Worldwide's insurance carrier within 30 days of the first day of leave.

Reporting While on Leave

If you take leave because of your own serious health condition or to care for a covered relative, you must contact Worldwide every week regarding the status of the condition and your intention to return to work. In addition, you must give notice as soon as practicable (within two business days if feasible) if the dates of leave change or are extended or initially were unknown.

FMLA Leave Is Unpaid Leave

FMLA leave is unpaid. Eligible employees must substitute any accrued and unused paid time off for unpaid FMLA leave. The substitution of paid leave time for unpaid FMLA leave time does not extend the 12 or 26 weeks (whichever is applicable) of the FMLA leave period. In no case can the substitution of paid leave time for unpaid leave time result in your receipt of more than 100% of your salary. Your FMLA leave runs concurrently with other types of leave, such as accrued paid time off that is substituted for unpaid FMLA leave and any state family leave laws, to the extent permitted by state law.

New York Paid Family Leave (NYPFL) is Paid Leave

Eligible employees taking NYPFL in 2026 will get 67% of their average weekly wage, up to a cap of 67% of the current NYSAWW of $1,833.63. The maximum weekly benefit for 2026 is $1,228.53. Eligible employees may use any accrued but unused paid time off to supplement their paid family leave benefits up to your full salary or wages.

Supplementation with accrued but unused paid time off does not extend the length of the paid family leave period. In no case can the use of paid time off result in your receipt of more than 100% of your salary or wages.

Medical and Other Benefits

During approved FMLA or paid family leave, Worldwide will maintain your health benefits as if you continued to be actively employed. If paid leave is substituted for unpaid FMLA leave, Worldwide will deduct your portion of the health plan premium as a regular payroll deduction. If your leave is unpaid, you must pay your portion of the premium. Your health care coverage will cease if your premium payment is over 30 days late. We will send you a letter if your payment is over 15 days late. If we do not receive your premium payment within 15 days after the date of this letter, your coverage may cease. If you elect not to return to work for at least 30 calendar days at the end of the leave period, you will be required to reimburse Worldwide for the cost of the health benefit premiums paid by Worldwide for maintaining coverage during your unpaid leave, unless you cannot return to work because of a serious health condition or other circumstances beyond your control.

Intermittent and Reduced Schedule Leave

If medically necessary, FMLA leave occasioned by a serious health condition may be taken intermittently (in separate blocks of time due to a serious health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). FMLA leave

may also be taken intermittently or on a reduced leave schedule for a qualifying exigency relating to covered military service.

If leave is unpaid, Worldwide will reduce your salary based on the amount of time worked. In addition, while you are on an intermittent or reduced schedule leave, Worldwide may temporarily transfer you to an available alternative position that better accommodates your leave schedule and has equivalent pay and benefits.

Paid family leave may be taken intermittently in full-day increments.

Returning From Leave

If you take leave because of your own serious health condition (except if you are taking intermittent leave), you are required, as are all employees returning from other types of medical leave, to provide medical certification that you are fit to resume work. Otherwise, you will not be permitted to resume work until it is provided.

Personal Leave

In collaboration with Worldwide, client facilities may grant a voluntary personal leave of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations. Employees in the following employment classification are eligible to request personal leave as described in this policy:

Regular full-time employees

As soon as eligible employees become aware of the need for a personal leave of absence, they should request a leave from their supervisor.

Requests for personal leave will be according to client facility policy and evaluated based on several factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

Benefit accruals, such as insurance or holiday benefits, will be suspended during the leave and resume upon return to active employment. Any compensation received during an unpaid leave will be forfeited.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if available, or to a similar available position for which the employee is qualified. However, client facilities and Worldwide do not guarantee reinstatement under any circumstances.

If an employee fails to report to work promptly at the expiration of the approved leave period, the facility and Worldwide will assume the employee has resigned.

Employee Licensing, Registration, and Certifications

Licensing, registration, and certifications are utilized by regulatory agencies, bodies, and boards to ensure that healthcare workers possess the required training, knowledge, and experience to perform as qualified professionals in the field. The system protects the public from harm by establishing minimum standards of competency and conduct. Worldwide recognizes that the ability to determine if an employee is competent to provide care and is operating within their permitted scope of practice is paramount. Accordingly, maintaining current, unencumbered, and in good standing credentials is an absolute condition of employment with Worldwide.

All employees, whether mandated by law and/or the position's responsibilities and duties, must maintain the required licenses, registrations, and/or certifications to perform their work throughout their employment. It is the employee's sole responsibility to secure and maintain these credentials from the appropriate governing agency, body, or board and ensure that their credentials remain current, unencumbered, and in good standing at all times.

Failure to maintain a license, registration, and/or certification that is current, unencumbered, and in good standing will result in immediate termination. Worldwide will not be obligated to grant the employee a leave of absence from the position pending compliance, a suspension of privileges, or an investigation. Employees are solely responsible for satisfying all requirements and independently taking all steps necessary to secure and maintain licenses, registrations, and/or certifications that are current, unencumbered, and in good standing throughout the entirety of their employment with Worldwide. Employees must immediately report any changes to the status of a license, registration, and/or certification to Worldwide. Employees must provide Worldwide with proof or verification of a license, registration, and/or certification immediately upon request.

Licenses, registrations, and certifications are a privilege, not a right. In addition to satisfying the minimum standards of competency, regulatory agencies, and bodies require credentialed individuals to adhere to the highest standards of ethical and professional behavior. There is an expectation that credentialed individuals conduct themselves with due regard to public conventions and morals, and will not do or commit any act or thing that will tend to degrade themselves in society or bring themselves into public hatred, contempt, scorn or ridicule, or that will tend to shock, insult, or offend the community. This is a continuing minimum requirement that must always be maintained.

It is not possible to list all the forms of behavior that are considered unacceptable by Worldwide and the applicable regulatory agencies, bodies, and boards. Accordingly, the following does not represent a comprehensive listing of all conduct that will adversely affect the status of a license, registration, or certification. Instead, it provides guidance regarding some of the most significant offenses that will result in immediate termination of employment:

- Failure to report any change to the status of a license, registration, and/or certification to Worldwide.

- Failure to provide Worldwide with proof or verification of a license, registration, and/or certification immediately upon request.
- Any arrest involving drugs or alcohol, including D.W.I. or D.U.I.
- Removal or suspension from a facility due to suspicion of drug diversion.
- Removal or suspension from a facility due to the negative result of an internal or external investigation for abuse or neglect.
- Any investigation by law enforcement or any other regulatory agency, body, or board commenced against an employee, regardless of where or when the underlying conduct subject to investigation occurred.
- Any act or omission that results in Worldwide reporting the employee to law enforcement or applicable regulatory agencies, bodies, or boards.
- Insubordination, lack of cooperation, or other disrespectful conduct.
- Failure to follow instructions of, or to perform work requested by, any supervisor or manager.
- Failure to cooperate immediately and fully in any facility and/or company investigation.

This policy is not intended to preclude or dissuade employees from engaging in activities protected by state or federal law, including the National Labor Relations Act, such as discussing wages, benefits, or other terms and conditions of employment, or legally required activities.

Employee Conduct and Work Rules

To ensure safe and orderly operations and to provide the best possible work environment, Worldwide expects employees to follow the rules of conduct that will protect the interests and safety of all employees and the organization. Other areas of this handbook outline some of Worldwide's specific policies for employee conduct. Violating any of these polices may result in disciplinary action, including immediate discharge.

All Worldwide employees will conduct themselves with due regard to public conventions and morals, and will not do or commit any act or thing that will tend to degrade themselves in society or bring themselves into public hatred, contempt, scorn or ridicule, or that will tend to shock, insult or offend the community or ridicule public morals or decency, or prejudice Worldwide Travel Staffing, Limited in general.

It is not possible to list all the forms of behavior that are considered unacceptable. Accordingly, this handbook does not represent a comprehensive listing of all the personnel policies of Worldwide but instead provides guidance regarding some of the most significant policies.

Conduct that Worldwide deems unsafe or harmful to its business or its relationship with an employee may be subject to disciplinary action, including immediate termination of employment with cause. The following is a non-exhaustive list of conduct that may violate this policy:

- Contacting Worldwide's client facilities directly absent Worldwide's express direction and approval. Worldwide is your employer. Client facilities are Worldwide's customers. Under no circumstances may Worldwide employees contact client facilities directly to discuss employment matters."

- Neglecting job duties.
- Insubordination, lack of cooperation, or other disrespectful conduct.
- Failure to follow instructions of, or to perform work requested by, any supervisor or manager.
- Employees must work a unit and shift combination as directed by the client facility to which they are assigned. Employees may be required to float to other units or change to another shift. Employees must cooperate and immediately comply with any such request. Failure to conform will be considered gross misconduct and result in immediate termination with cause.
- Failure to cooperate immediately and fully in any facility and/or company investigation.
- Unsatisfactory performance or conduct.
- Using or abusing employer time, property, materials, or equipment without authorization.
- Sleeping while on duty. Sleeping or dozing while on duty compromises patient and staff safety and is forbidden. Violating this policy is considered gross misconduct and will result in immediate termination with cause.
- Violating the law or committing any criminal act.
- Theft or inappropriate removal or possession of property.
- Whenever requested by Worldwide, employees must return all employer and client property used by the employee to perform their duties or otherwise in the employee's possession or under the employee's dominion and control. Failure to return employer property (especially identification badges, access cards, and keys) creates a serious safety and security risk for patients and employees. Failure to return employer property within two (2) business days of request is considered gross misconduct and will result in immediate termination with cause.
- Falsifying reports or records of any type. Some examples include, but are not limited to, falsifying employment applications, personnel records, and timesheets.
- Reporting to work under the influence of intoxicating substances such as alcohol or illegal drugs.
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace.
- Fighting or threatening violence in the workplace.
- Boisterous or disruptive activity in the workplace.
- Negligence or improper conduct leading to damage to employer-owned or facility-owned property.
- Violating a safety rule or practice, or creating or contributing to unhealthful or unsanitary conditions in the workplace.
- Smoking in prohibited areas.
- Sexual or other unlawful or unwelcome harassment.
- Possessing dangerous or unauthorized materials, such as explosives or firearms, in the workplace.
- Excessive absenteeism or any absence without notice. A No Call/No Show is considered gross misconduct and will result in immediate termination with cause.
- Unauthorized absence from the work area during the workday.
- Unauthorized use of the internet, telephones, mail system, or other client or employer-owned systems and equipment. These systems and equipment are to be used for legitimate business purposes only.
- Unauthorized disclosure of business "secrets" or confidential information.
- Violation of any employer policies.

- Any report to the Board of Nursing or any other applicable licensing board or agency that results in an investigation (current or pending) will result in immediate termination with cause.
- Committing any act or becoming involved in any situation or occurrence which brings the employee into public disrepute, contempt, scandal, or ridicule, or which shocks or offends the community or any group or class thereof, or which reflects unfavorably upon Worldwide Travel Staffing, Limited.
- Using and/or displaying personal mobile devices (cell phones, smartphones, smart watches, tablets, etc.) anywhere on facility premises. Using these devices in a healthcare setting can compromise patient privacy rights, resulting in serious HIPAA violations. All personal mobile devices must be powered off and stored away while on site. Violating this policy is considered gross misconduct and will result in immediate termination with cause.
- The unauthorized use of any photographic, video, audio, or recording devices inside the healthcare facility is strictly prohibited. Violating this policy is considered gross misconduct and will result in immediate termination with cause.
- Per diem employees must provide their availability to work before the first day of each work week. Availability must always be immediately provided upon request from Worldwide. Failure to do so will result in termination. It is considered a voluntary quit and job abandonment if a per diem employee does not pick up any shifts for 14 days without written authorization.

This policy is not intended to preclude or dissuade employees from engaging in activities protected by state or federal law, including the National Labor Relations Act, such as discussing wages, benefits, or other terms and conditions of employment, or legally required activities.

Employment with Worldwide is at the mutual consent of Worldwide and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without notice.

Field Staff Suspension Policy

Field Staff have a continuing duty to perform their assigned job duties, adhere to all Worldwide policies and procedures, adhere to all policies and procedures in place at the facility to which they are assigned, and obey all applicable laws, rules, and regulations. Failure to comply with these requirements may result in disciplinary measures. Discipline may be warranted when field staff members fail to meet their position's performance or conduct standards or do not adhere to policy or legal requirements. Suspensions are most common when the discipline at issue requires an internal investigation. This policy outlines the procedures to be followed during a suspension. This policy aims to ensure fair and consistent treatment of all field staff while maintaining a safe and productive work environment.

For this policy, field staff must acknowledge that Worldwide is a referral agent to its client facilities. Worldwide does not participate in the direct supervision, control, or ongoing day-to-day guidance of field staff assigned to its client facilities. The client facility and its supervisory staff always maintain final decision-making authority as to the status of any field staff assignment to their facility.

1. Worldwide follows the suspension policies and procedures set forth by our individual client facilities.
    - If field staff are assigned to multiple client facilities, the policy will likely vary from facility to facility.
2. **Suspension Procedures**
    - **Notification**: Field staff will be notified of a suspension of their assignment by the client facility and/or by Worldwide. If you are informed of an impending investigation or suspension by the client facility, you MUST notify Worldwide within two (2) hours of your departure from the client facility. Failure to notify Worldwide within two (2) hours of departure may result in further disciplinary action, including termination.
    - **Pay Status**: Suspensions are unpaid. If a client facility directs the suspension of a field staff member's assignment to that facility, the field staff member shall immediately be placed on unpaid administrative leave from Worldwide. If the client facility will not allow Worldwide to bill for hours missed during an assignment suspension, the field staff member will not be paid during the suspension.
    - **Investigation**: The client facility may conduct an internal investigation to gather more information regarding the incident. Worldwide will not actively participate in any client facility internal investigations. Client facilities will not solicit opinions and input from Worldwide as part of their internal investigation process. Field staff are required to cooperate fully with any investigations. Worldwide expects that field staff remain honest and fully transparent throughout the process. Refusal to cooperate in an investigation or providing false/misleading information may result in further disciplinary measures, including termination. The client facility maintains final decision-making authority regarding the status of any assignment to their facility. As such, Worldwide and field staff are always bound by the investigative findings of the client facility.
    - **Employee Responsibilities**: Suspended field staff must:
        - Refrain from contacting the client facility or colleagues unless authorized.
        - Not access any property or information systems maintained by the client facility.
        - Be available to meet with client facility representatives upon request.
        - Be available to meet with Worldwide's Clinical Director upon request.
3. **Return to Work**
    - If allowed to return to the assignment, field staff will be informed of the next steps, which may include a meeting to discuss the incident and potential corrective actions.
    - There must be no retaliation against any other individual or employee who may have been involved in the underlying incident or investigation. Retaliation is strictly prohibited and will result in immediate disciplinary action, including termination.

4. **Non-discrimination**
    - This policy will be applied fairly and consistently to all field staff without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

Failure to comply with any portion of this policy may result in disciplinary measures, including immediate termination.

Substance Abuse in the Workplace

Commitment to a Drug and Alcohol-Free Workplace

Worldwide is committed to providing a safe, healthy, and productive work environment. Consistent with this commitment, this policy establishes Worldwide's intent to maintain a drug and alcohol-free workplace. Being under the influence of alcohol or illegal drugs (as classified under federal, state, or local laws) while on the job poses serious health and safety risks to employees and members of the public, which is not tolerated.

Prohibited Conduct

Worldwide expressly prohibits the following activities at any time that employees are either (1) on duty or conducting Worldwide business (either on or away from Worldwide's premises), or (2) on Worldwide's premises (whether or not the employee is working):

- The use, abuse, or being under the influence of alcohol, illegal drugs, or other impairing substances.
- The possession, sale, purchase, transfer, or transit of any illegal or unauthorized drug, including prescription medication that is not prescribed to the employee, or drug-related paraphernalia.
- The illegal use or abuse of prescription drugs.

While the use of marijuana has been legalized under some state laws for medicinal and/or recreational uses, it remains an illegal drug under federal law, and its use as it impacts the workplace is prohibited by Worldwide’s policy. Worldwide does not discriminate against employees solely based on their off-duty use of medical marijuana in compliance with state medical marijuana laws when applicable. However, employees may not consume or be under the influence of marijuana while on duty or at work, even if the employee has a valid prescription for medical marijuana.

Nothing in this policy is meant to prohibit the appropriate use of over-the-counter or other medication that can legally be prescribed under federal and state law, to the extent that it does not impair an employee’s job performance or safety or the safety of others. Employees who take over-the-counter or other medications that can legally be prescribed under both federal and state law to treat a disability should inform the Chief Executive Officer if they believe the medication will impair their job performance, safety, or the safety of others or if they believe they need a reasonable accommodation before reporting to work while under the influence of that medication. For more information on requesting a reasonable accommodation, please refer to Worldwide's Disability Accommodations Policy.

Any violation of the above is subject to disciplinary action, including immediate termination of employment.

Employer-Sponsored Events

From time to time, Worldwide may sponsor social or business-related events at which alcohol is served. This policy does not prohibit the use or consumption of alcohol at such events. However, if employees choose to consume alcohol at such events, they must do so responsibly and maintain their obligation always to conduct themselves properly and professionally.

Workplace Searches and Inspections

To achieve this policy's goals and maintain a safe, healthy, and productive work environment, Worldwide and its client facilities reserve the right to inspect employees, their surroundings, and their possessions for any prohibited items, substances, or materials that violate policy. This right extends to the search or inspection of clothing, desks, lockers, bags, purses, briefcases, containers, packages, boxes, tools and toolboxes, lunch boxes, and employer-owned or leased vehicles, as well as any vehicles on company or client facility property where prohibited items may be concealed. Employees working in correctional settings will undergo daily checks for contraband upon entering the facility. Contraband includes, but is not limited to, drugs and weapons, or any other prohibited items, such as cell phones or smart watches, alcohol-based lotions, excessive amounts of cash, and unapproved medications or vitamins. Employees should have no expectation of privacy while on Worldwide or client facility premises, except in restrooms. Refusal to allow a search or inspection shall be grounds for immediate termination for misconduct and insubordination.

Administration of This Policy

Worldwide expressly reserves the right to change, modify, or delete the provisions of this Substance Abuse in the Workplace Policy without notice. The Chief Executive Officer is responsible for administering this policy. If you have any questions regarding this policy or if you have questions about workplace substance abuse that are not addressed in this policy, please contact the Chief Executive Officer.

Conflict or Inconsistency

Field Staff must abide by all applicable substance abuse in the workplace rules, policies, and procedures established by the client facility to which they are assigned to work. In the event of any conflict or inconsistency between the rules, policies, and procedures outlined in this handbook for substance abuse in the workplace and those established by the client facility, the client facility's rules, policies, and procedures shall prevail.

Drug Testing in the Workplace

Worldwide Travel Staffing, Limited is committed to providing a safe, healthy, and productive workplace that is free from alcohol and unlawful drugs as classified under local, state, or federal laws while employees are working on the employer's premises (either on or off duty) and while

operating employer-provided vehicles. See Worldwide's Substance Abuse in the Workplace Policy.

While the use of marijuana has been legalized under some state laws for medicinal or recreational uses, it remains an illegal drug under federal law, and its use as it impacts the workplace is prohibited by Worldwide's Substance Abuse in the Workplace Policy. Employees who work while under the influence of drugs or alcohol pose a safety risk to themselves and others with whom they work.

In furtherance of this commitment, Worldwide maintains a policy in which job applicants and current employees may be requested or required to submit to drug and alcohol testing in certain situations. This policy is intended to comply with applicable laws regarding drug and alcohol testing and current and prospective employee privacy rights.

Conflict or Inconsistency

Field Staff must abide by all applicable drug testing in the workplace rules, policies, and procedures established by the client facility to which they are assigned to work. In the event of any conflict or inconsistency between the drug testing in the workplace rules, policies, and procedures outlined in this handbook and those established by the client facility, the drug testing in the workplace rules, policies, and procedures of the client facility shall prevail.in

Pre-Employment Testing

All job applicants are subject to drug testing. All offers of employment with Worldwide are conditioned on the applicant submitting to, successfully completing, and passing a drug test in accordance with the testing procedures described in this policy.

Testing Based on Reasonable Suspicion

Employees may be asked to submit to a drug and alcohol test if an employee's supervisor or other person in authority has a reasonable suspicion, based on objective factors such as the employee's appearance, speech, behavior, or other conduct and facts, that the employee possesses or is under the influence of unlawful drugs or alcohol, or both. Employees who take over-the-counter medication or other lawful medication that can be legally prescribed under both federal and state law to treat a disability should inform the Chief Executive Officer if they believe the medication will impair their job performance, safety, or the safety of others or if they believe they need a reasonable accommodation before reporting to work while under the influence of that medication. For more information on requesting a reasonable accommodation, please refer to Worldwide's Disability Accommodations Policy.

Post-Incident Testing

Employees involved in any work-related accident or incident involving the violation of any safety or security procedures may be required to submit to drug and alcohol testing. This applies even if the incident did not result in injury to any person or any property damage.

Testing Procedures

All drug and alcohol testing under this policy will be conducted by an independent testing facility, which will obtain the individual's written consent before testing. Worldwide will pay for the full cost of the test. Employees will be compensated at their regular rate of pay for time spent submitting to a drug and alcohol test required by Worldwide.

Employees suspected of working while under the influence of illegal drugs or alcohol will be suspended without pay until Worldwide receives the results of a drug and alcohol test from the testing facility and any other information Worldwide may require to make an appropriate determination.

Confidentiality

All records relating to an employee's or applicant's drug and alcohol test results will be kept confidential and maintained separately from the individual's personnel file.

Consequences of a Positive Test

Employees who test positive will be subject to discipline, up to and including immediate termination of employment. Job applicants who test positive will have their conditional job offers withdrawn.

Consequences for Refusing to Submit to Testing or Failing to Complete the Test

Employees who refuse to submit to testing as required by Worldwide or who fail to complete the test will be subject to discipline, up to and including immediate termination of employment. Job applicants who refuse to submit to drug and alcohol testing will be deemed to have withdrawn from the application process and will no longer be considered for employment.

Administration of This Policy

Worldwide expressly reserves the right to change, modify, or delete the provisions of this Drug Testing in the Workplace Policy without notice. The Chief Executive Officer is responsible for the administration of this policy. If you have any questions regarding this policy or if you have questions about drug testing in the workplace that are not addressed in this policy, please contact the Chief Executive Officer.

Violence in the Workplace

Worldwide Travel Staffing Prohibits and Will Not Tolerate Workplace Violence

Worldwide prohibits and will not tolerate workplace violence by an employee, supervisor, or third party.

Prohibited Conduct

For purposes of this policy, workplace violence includes:

- Making threatening remarks (written or verbal).
- Aggressive or hostile acts such as shouting, profanity, throwing objects at another person, fighting, or intentionally damaging a coworker's property.

- Bullying, intimidating, or harassing another person (for example, making obscene phone calls or using threatening body language or gestures, such as standing close to someone or shaking your fist at them).
- Behavior that causes another person emotional distress or creates a reasonable fear of injury, such as stalking.
- Assault.

This list is illustrative only and not exhaustive. No form of workplace violence will be tolerated.

Worldwide Prohibits Weapons at the Workplace

Worldwide prohibits employees from possessing weapons of any kind at the workplace, while engaged in activities for Worldwide, and at Worldwide-sponsored events.
Weapons include:

- Guns.
- Knives.
- Mace.
- Explosives.
- Any item with the potential to inflict harm that has no common purpose.

This list is illustrative only and not exhaustive. Worldwide employees are prohibited from possessing any weapon at the workplace.

Complaint Procedure

If you witness or are subjected to any conduct you believe violates this policy, you must speak to, write, or otherwise contact your direct supervisor or, if the conduct involves your direct supervisor, the Chief Executive Officer as soon as possible.

Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses.

Worldwide will directly and thoroughly investigate all complaints of workplace violence and will take prompt corrective action, including discipline, if appropriate. Worldwide reserves the right to contact law enforcement if appropriate.

If you become aware of an imminent violent act or threat of an imminent violent act, immediately contact appropriate law enforcement, and then contact the Chief Executive Officer.

No Retaliation

Worldwide prohibits any form of discipline, reprisal, intimidation, or retaliation for reporting incidents of workplace violence, pursuing a workplace violence complaint, or cooperating in related investigations.

Worldwide is committed to enforcing this policy against all forms of workplace violence. However, the effectiveness of our efforts depends largely on employees telling us about all incidents of workplace violence, including threats. Employees who witness any workplace violence should report it immediately. In addition, if an employee feels that they or someone else

may have been subjected to conduct that violates this policy, the employee should report it immediately. If employees do not report workplace violence incidents, Worldwide may not become aware of a possible violation of this policy and may be unable to take appropriate corrective action.

Conflict or Inconsistency

Field Staff must abide by all applicable violence in the workplace rules, policies, and procedures established by the client facility to which they are assigned to work. In the event of any conflict or inconsistency between the violence in the workplace rules, policies, and procedures outlined in this handbook and those established by the client facility, the violence in the workplace rules, policies, and procedures of the client facility shall prevail.

Harassment and Discrimination in the Workplace

Harassment and Discrimination

Worldwide is committed to maintaining a fair and respectful environment in the workplace. To that end, and in accordance with federal and state law and the policies and procedure adopted by the Board of Directors, Worldwide prohibits any managers, employees, or visitors, whether they be guests, patrons, independent contractors, or clients, from harassing and/or discriminating against any other member of the company or community because of that person's race, color, religion, national origin, sex (including pregnancy), age, disability, sexual orientation, gender identity and/or expression, protected veteran status, genetic information, or any other characteristic protected by Federal, State or local law. Incidents of harassment and discrimination will be met with appropriate disciplinary action, including dismissal from employment or other business relationships.

Sexual Harassment Policy and Procedure

Please refer to **Appendix E** below.

Non-Discrimination and Equal Opportunity

Please refer to **Appendix F** below.

Professional Boundaries Policy

This policy establishes clear and consistent guidelines for maintaining boundaries within a healthcare setting to ensure the safety, well-being, and ethical treatment of clients and the professional conduct of staff and clinicians. It applies to all staff, clinicians, and individuals involved in the provision of services within this organization and covers both in-person and virtual interactions.

Definition of Boundary

Boundaries are the framework within which the clinician/client relationship occurs. A boundary may be defined as the "edge" of appropriate professional behavior, transgression of which involves the clinician stepping out of or breaching the clinical role. Boundaries define the expected and accepted psychological and social distance between practitioners and patients. More subtly, the boundary can refer to the line between the client's private, personal life and

the clinician's. Boundaries are derived from ethical treatises, cultural morality, and jurisprudence. Professional boundaries are the spaces between the practitioner's power and the patient's vulnerability.

Boundary Issues

A therapeutic relationship is one that allows nurses to apply their professional knowledge, skills, abilities, and experiences towards meeting the health needs of the client. Whenever this relationship deviates from its basic goal of treatment, it is called a boundary violation and becomes nontherapeutic. Boundary issues are disruptions of the expected and accepted social, physical, and psychological boundaries that separate clinicians from clients. Boundary violations may be inadvertent, thoughtless, or even purposeful. Respect for the dignity of the patient is the fundamental ethical principle in boundary problems. Boundary violations can result when there is confusion between the needs of the clinician and those of the client. Clearly defined and established professional boundaries create safety for both clinicians and clients.

1. Client-Clinician Relationship:
    a. All clinicians shall establish and maintain a professional, therapeutic relationship with their clients, maintaining clear boundaries.
2. Confidentiality:
    a. All information shared by clients during sessions, including personal, medical, and psychological details, must be kept confidential. Sharing such information should only occur with the informed, written consent of the client or when required by law.
3. Physical Boundaries:
    a. Physical contact with clients should be limited to situations where it is clinically appropriate (e.g., handshake or consensual comforting gestures).
    b. Personal physical space and privacy should be respected during in-person sessions.
4. Emotional Boundaries:
    a. Clinicians must maintain professional emotional distance from clients. They should avoid becoming personally involved in clients' issues or disclosing their own personal problems.
    b. In cases where a clinician experiences emotional distress due to a client's situation, they should seek supervision and support to address their feelings appropriately.
    c. Clinicians shall use professional and respectful terminology. Referring to patients as "dear," or telling patients you "love them" is inappropriate and to be avoided.
5. Social Media and Electronic Communication:
    a. Clinicians should maintain professional boundaries when communicating with clients through email, text, or social media. Any electronic communication should be secure and related to the client's treatment.
6. Gifts and Financial Boundaries:
    a. Clinicians should not accept gifts, loans, or financial support from clients, as it may compromise the therapeutic relationship.
7. Dual Relationships:
    a. Clinicians should avoid engaging in dual relationships, where they have multiple roles with the same client, as it may compromise objectivity and professionalism.

8. Termination of Services:
    a. Clinicians must provide appropriate notice when terminating services and refer clients to other suitable mental health professionals if necessary.
9. Cultural Competence:
    a. Clinicians should be culturally sensitive and aware of the potential impact of cultural differences on boundary issues.
10. Sexual Misconduct:
    a. Even if a patient consents, and even if the patient initiates sexual conduct, a sexual relationship is still considered sexual misconduct and forbidden.
    b. It is ALWAYS the responsibility of a health care professional to establish appropriate boundaries with current and former patients. It is an abuse if the therapist puts their needs ahead of the client's.
11. Reporting Violations:
    a. Any staff member or client who believes a boundary violation has occurred should report it to the appropriate facility supervisor AND Worldwide's Clinical Director.
    b. Staff must be prepared to deal with violations by any healthcare team member. Patient safety and the right to dignified care must always be the priority. Staff must be familiar with reporting requirements and both the ethical and legal requirements for reporting.
12. Staff Must
    a. Be aware.
    b. Be cognizant of feelings and behavior.
    c. Be observant of the behavior of other professionals.
    d. Always act in the best interest of the patient.

Consequences of Violations:

Violations of this policy may result in disciplinary actions, up to and including termination of employment for staff and revocation of clinical privileges for clinicians. Legal actions may also be pursued in cases of severe misconduct.

This policy will be reviewed and updated as necessary to ensure its effectiveness and compliance with current professional standards and legal requirements. By adhering to this boundaries policy, we commit to providing ethical and effective mental health services to our clients while maintaining the highest standards of professionalism and integrity.

Attendance and Punctuality Policy

Client facilities rely on Worldwide employees to report for scheduled shifts on time and reliably so they can maintain a safe work environment consistent with best practices. Absenteeism and tardiness place an undue burden on co-workers and facility staff and often lead to staffing shortages that may put patient and co-worker safety at risk.

Because of these safety risks, unauthorized absences and repeated tardiness, even when the employee has given notice, are serious policy violations and may result in disciplinary action, up

to and including termination. Repeated violations may also affect an employee's eligibility for unemployment insurance benefits.

Employees must submit all requests for scheduled time off to Worldwide before the start of their assignment for pre-assignment approval. This requirement does not apply to absences that are unforeseeable or protected by law, as described below.

Nothing in this policy is intended to interfere with employees' rights under applicable law. Absences protected by law are not unauthorized absences and will not be counted against an employee under this policy.

Employee Notification Duty

Worldwide recognizes that, in rare circumstances, an employee may be unable to avoid arriving late to, or working, a scheduled shift. In those instances, the employee must notify both their facility supervisor or scheduler **and** their Worldwide recruiter as soon as reasonably practicable, and no later than two (2) hours before the scheduled start of the shift.

Notifying facility personnel alone does not satisfy this obligation. Employees **must** also notify their Worldwide recruiter. Failure to follow this notification procedure may result in disciplinary action, up to and including termination. Repeated violations may also affect an employee's eligibility for unemployment insurance benefits.

Employees will not be disciplined for failing to meet these notification requirements when compliance was not reasonably practicable or when discipline would violate applicable law.

No call/no show

A no call/no show occurs when an employee fails to report for a scheduled shift and fails to provide Worldwide and/or the facility with the required notification of their absence. An employee may be considered to have committed a no call/no show violation when:

A no call/no show occurs when an employee fails to report for a scheduled shift without providing the notification required under the Employee Notification Duty policy. An employee may be considered to have committed a no call/no show when the employee fails to report for a scheduled shift and:

- does not notify Worldwide;
- does not notify the facility supervisor or scheduler; or
- does not provide notification within the required timeframe, unless timely notice was not reasonably practicable.

A no call/no show is a serious policy violation that places patients and co-workers at risk and may result in disciplinary action, up to and including termination. Where permitted by applicable law, Worldwide may impose any level of discipline, including termination, without prior warnings or

progressive disciplinary steps. A no call/no show may also affect an employee's eligibility for unemployment insurance benefits.

Employees will not be disciplined under this policy when timely notice was not reasonably practicable, such as during a medical emergency, or when discipline would violate applicable law.

Job Abandonment

An employee who fails to report for two (2) consecutive scheduled shifts without notifying Worldwide may be considered to have abandoned their employment.

Before making a final determination, Worldwide will attempt to contact the employee, using the contact information on file, to determine whether an emergency, protected leave, disability-related circumstance, or other legally protected reason explains the absences. The employee must respond to Worldwide's contact attempt by email within forty-eight (48) hours. Phone calls and text messages are not acceptable forms of response. If the employee does not respond by email within that time, Worldwide will treat the employee as having voluntarily resigned.

Job abandonment is treated as a voluntary resignation and may affect an employee's eligibility for unemployment insurance benefits. This policy will not be applied when doing so would violate applicable law.

Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image that client facilities and Worldwide present to customers and visitors. During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Consult your supervisor if you have questions as to what constitutes appropriate attire. Facility-specific requirements may also be applicable.

Fragrance-Free Environment

A fragrance-free environment helps create a safe and healthy workplace. Fragrances from personal care products, air fresheners, candles, and cleaning products have been associated with adversely affecting a person’s health, including headaches, upper respiratory symptoms, shortness of breath, and difficulty with concentration. People with allergies and asthma report that certain odors, even small amounts, can cause asthma symptoms. We recognize the hazards caused by exposure to scented products and cleaning chemicals, and we have a policy to provide a fragrance-free environment for all employees and visitors to keep a safe and healthy workplace environment. All spaces used by the employees and visitors are to remain free of scented products. Personal care products such as cologne, perfume, aftershave lotions, scented lotions, fragranced hair products, and/or similar products are not to be worn to work. This policy applies to both employees and non-employee visitors.

Jewelry

Jewelry must be conservative in style and kept to a minimum to prevent loss or injury to oneself or others. All oral and facial jewelry forms, especially those requiring piercings, are strictly prohibited. Hoop earrings or earrings with posts are not permitted. Jewelry should be minimized below the elbow to enhance hand hygiene. If jewelry is worn at all, it should NOT be expensive. Worldwide will NOT reimburse, replace, or pay the repair costs for: Jewelry, earrings, necklaces, finger rings, eyeglasses, damaged clothing, etc.

Artificial Nail Policy

Nosocomial infections are those infections a patient acquires in a hospital. These types of infections can arise from many sources within the hospital and, in recent years, experts have begun to look at the artificial nails worn by hospital staff as one of the more serious offenders in his area. Through their studies, researchers have found increasing evidence that artificial nails and long natural nails are likely to harbor pathogens (e.g., Pseudomonas aeruginosa, Candida, MRSA, and Serratia marcescens) that can lead to life-threatening nosocomial infections.

1. Natural fingernails will not extend more than ¼ inch beyond the end of the fingertip to allow for thorough cleaning underneath the fingernail and to help prevent glove tears.
2. Artificial fingernails, acrylics, overlay gels, wraps, tips, silk wraps, or extenders will not be permitted for any employee, regardless of job title, description, position, or functions performed. This policy also applies to all field staff.
3. Nail polish may be won only if kept well-manicured; chipped polish must be removed.
4. Nail jewelry, whether glued or pierced through the nail, is prohibited.

Return of Property

Immediately following a final shift, and whether or not requested by Worldwide, employees are required to return all property belonging to the employer or facility that was utilized in the performance of their duties, is in their possession, or is otherwise under their dominion and control. Failure to return employer or facility property—including but not limited to identification badges, access cards, and keys—poses significant safety and security risks to both patients and employees. Failure to return employer or facility property within two (2) business days following an employee's final shift will be classified as gross misconduct and will result in immediate termination for cause by Worldwide.

If property is returned to a member of the employer or facility staff, it is the employee's responsibility to document the date of the return of property and the identity of the staff member to whom the property was returned. If the property is returned via certified mail, the employee must retain the tracking number and receipt as proof of shipment. Employees must promptly provide Worldwide with any requested documentation and information regarding the return of employer and/or facility property. Refusal to provide the documentation to Worldwide

will be classified as gross misconduct and will result in immediate termination for cause by Worldwide.

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with Worldwide. Worldwide request at least two weeks written resignation notice from all employees. Written resignations are preferred. Before an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

Security Inspections

Worldwide wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, client facilities and Worldwide prohibit the possession, transfer, sale, or use of such material. Desks, lockers, and other storage devices may be provided for the convenience of employees, but remain the sole property of the Worldwide and client facilities. Accordingly, any agent or representative of Worldwide and its client facilities can inspect them, and any articles found within them at any time, with or without prior notice.

Email messages are for business purposes only and may be subject to monitoring by Worldwide and client facilities. Email messages in any form (electronic or printed) are the property of Worldwide and the client facility. Sent, received, saved, deleted, and discarded messages are considered CONFIDENTIAL company documents.

All Worldwide telephone lines may be monitored occasionally for quality control and/or training purposes.

Media Policy

Any inquiries by the media regarding all agency information, including an agency client, are to be handled by Worldwide CEO. Staff is not permitted to answer questions, respond to inquiries, or give information about client or agency matters. This policy is not intended to preclude or dissuade employees from engaging in activities protected by state or federal law, including the National Labor Relations Act.

Social Media Policy

Purpose

Worldwide Travel Staffing, Limited ("WORLDWIDE") recognizes that the internet provides unique opportunities to participate in interactive discussions and share information on topics using a wide variety of social media, such as Facebook, LinkedIn, Twitter, Instagram, Pinterest, Tumblr, blogs, and wikis. However, employees' use of social media can pose risks to WORLDWIDE's confidential and proprietary information, reputation, and brands, can expose the company to discrimination and harassment claims, and can jeopardize the company's compliance with business rules and laws. To minimize these business and legal risks, to avoid loss of productivity

and distraction from employees' job performance, and to ensure that the company's Information Technology ("IT") resources and communications systems are used appropriately as explained below, WORLDWIDE expects its employees to adhere to the following guidelines and rules regarding social media use. Apart from personal use of social media in accordance with this policy, WORLDWIDE encourages its employees to participate responsibly in these media as a means of generating interest in WORLDWIDE's services and creating business opportunities, so long as all WORLDWIDE's rules and guidelines regarding social media usage, particularly in a business context, are adhered to.

Compliance with Related Policies and Agreements

All of WORLDWIDE's other policies that might apply to social media use remain in full force and effect. Employees should always adhere to them when using social media. Social media should never be used in a way that violates any other WORLDWIDE policies or employee obligations. If your social media activity violates any of WORLDWIDE's policies in another forum, it will also violate them online. For example, employees are prohibited from using social media to:

- Violate WORLDWIDE's IT resources and communications systems policies.
- Violate WORLDWIDE's confidentiality and proprietary rights policies.
- Circumvent WORLDWIDE's ethics and standards of conduct policies.
- Engage in unlawful harassment.
- Circumvent policies prohibiting unlawful discrimination against current employees or applicants for employment.
- Violate WORLDWIDE's privacy policies (for example, never access private password-protected sites of coworkers or other WORLDWIDE stakeholders without permission).
- Violate any other laws or ethical standards (for example, never use social media in a false or misleading way, such as by claiming to be someone other than yourself or by creating an artificial "buzz" around our business, products, or stock).

Employees who violate WORLDWIDE policies may be subject to discipline, up to and including termination of employment.

Personal Use of Social Media

Personal use of social media is never permitted during working time using the company's computers, networks, and other IT resources and communications systems.

No Expectation of Privacy

All contents of WORLDWIDE's IT resources and communications systems are the property of WORLDWIDE. Therefore, employees should have no expectation of privacy whatsoever in any message, files, data, document, facsimile, telephone conversation, social media post, conversation or message, or any other kind of information or communications transmitted to, received, or printed from, or stored or recorded on WORLDWIDE's electronic information and communications systems. You are expressly advised that in order to prevent misuse, **WORLDWIDE reserves the right to monitor, intercept, and review, without further notice, every employee's activities using the company's IT resources and communications systems, including but not limited to social media postings and activities, and you consent to such monitoring by your acknowledgment of this policy and your use of such resources and systems.** This might

include, without limitation, the monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving, and printing of transactions, messages, communications, postings, logins, recordings, and other uses of the systems, as well as keystroke capturing and other network monitoring technologies. WORLDWIDE also may store copies of such data or communications for a period after they are created and may delete such copies from time to time without notice. Do not use WORLDWIDE's IT resources and communications systems for any matter that you desire to be kept private or confidential from WORLDWIDE.

Business Use of Social Media

If you are required to use social media as part of your job duties, for WORLDWIDE's marketing, public relations, recruitment, corporate communications, or other business purposes, you should carefully review WORLDWIDE's Employee Handbook. Note that WORLDWIDE owns all social media accounts used on behalf of WORLDWIDE or otherwise for business purposes, including any and all log-in information, passwords, and content associated with each account, such as followers and contacts. WORLDWIDE owns all such information and content regardless of the employee that opens the account or uses it and will retain all such information and content regardless of separation of any employee from employment with WORLDWIDE. If your job duties require you to speak on behalf of WORLDWIDE in a social media environment, you must still seek approval for such communication from the Chief Executive Officer who may require you to receive training before you do so and impose certain requirements and restrictions regarding your activities. Likewise, if you are contacted for comment about WORLDWIDE for publication, including in any social media outlet, direct the inquiry to the Chief Executive Officer and do not respond without written approval.

Guidelines for Employees' Responsible Use of Social Media

The above material covers specific rules, policies, and contractual obligations that employees must follow in using social media, whether for personal or business purposes, in consideration of their employment and subject to discipline for violations. The following sections of the policy provide employees with common sense guidelines and recommendations for using social media responsibly and safely, in the best interests of WORLDWIDE. These guidelines reflect the "duty of loyalty" all employees owe their employers, and are intended to add to, not contradict, limit, or replace, applicable mandatory rules, policies, legal requirements, legal prohibitions, and contractual obligations.

Protect the Company's Goodwill, Brands, and Business Reputation

- You are personally responsible for what you communicate in social media. Remember that what you publish might be available to be read by the masses (including the company itself, future employers, and social acquaintances) for a long time. Keep this in mind before you post content.
- Make it clear in your social media activity that you are speaking on your own behalf. Write in the first person and use your personal email address when communicating via social media. Never post anonymously to social media sites when your post could be attributed to WORLDWIDE, its affiliates, customers, clients, business partners, suppliers, vendors, or other stakeholders. Anonymous posts can be traced back to the original sender's email address. Follow all guidelines in this policy regarding social media postings.

- When you disclose your affiliation as an employee of WORLDWIDE, it is recommended that you also include a disclaimer that your views do not represent those of your employer. For example, consider such language as "the views in this posting reflect my personal views and do not represent the views of my employer."
- Use good judgment about what you post and remember that anything you say can reflect on WORLDWIDE, even if you do include a disclaimer. Always strive to be accurate in your communications about WORLDWIDE and remember that your statements have the potential to result in liability for you or WORLDWIDE. WORLDWIDE encourages professionalism and honesty in social media and other communications.

Respect Intellectual Property and Confidential Information

- WORLDWIDE's Employee Handbook restricts employees' use and disclosure of the company's trade secrets, confidential information, and intellectual property. Beyond these mandatory restrictions, you should treat the company's trade secrets, intellectual property, and other proprietary and sensitive information such as confidential and not do anything to jeopardize or unwittingly disclose them through your use of social media. In addition, you should avoid misappropriating or infringing on the intellectual property of other companies and individuals, which can create liability for yourself and for WORLDWIDE.
- Respect laws regarding copyrights, trademarks, and other third-party rights. To protect yourself and the company against liability for copyright or trademark infringement, where appropriate, reference sources of information you post or upload and cite them accurately. If you have any questions about whether a post or upload might violate the copyright or trademark of any person or company, ask WORLDWIDE's Chief Executive Officer before making the communication.

Respect and Comply with Terms of Use of All Sites You Visit

- Do not expose yourself or WORLDWIDE to legal risk by using a social media site in violation of its terms of use. Review the terms of use of all social media sites you visit and ensure your use complies with them. If you are using social media as part of your job duties, pay attention to terms relating to:
- Prohibitions or restrictions on the use of the social media site, including prohibitions or restrictions on use for advertising, marketing and promotions, or other commercial purposes (for example, Facebook's Statement of Rights and Responsibilities (its terms of use) and accompanying Promotional Guidelines specify the terms for businesses administering promotions through Facebook).
- Ownership of intellectual property used on, or information collected or generated through use of, the site (for example, any of the company's copyrighted material and trademarks that might be posted on the site, or user information the company collects through the site).
- Requirements for licenses or other permissions allowing use by the site owner and other third parties of the company's trademarks or other intellectual property.
- Privacy rights and responsibilities of the site owner and users.

Respect Others

- In addition to complying with WORLDWIDE's mandatory Anti-Harassment and Anti-Discrimination policies, do not post, or express a viewpoint on another's post, such as by "liking" a Facebook post, anything that WORLDWIDE's customers, clients, business partners, suppliers, or vendors would find offensive, including ethnic slurs, sexist comments, discriminatory comments, profanity, abusive language, or obscenity, or that is maliciously false.

- Supervisors should avoid trying to connect with their direct reports on social media sites (for example, making friend requests on Facebook). However, direct reports may request connections with supervisors. Neither supervisors nor direct reports should feel pressured to accept any social media requests from anyone at WORLDWIDE.

Conduct Not Prohibited by the Social Media Policy

The Social Media Policy is not intended to preclude or dissuade employees from engaging in activities protected by state or federal law, including the National Labor Relations Act, such as discussing wages, benefits, or other terms and conditions of employment, or legally required activities.

Client Confidentiality

All information concerning client facility and company operations is to be kept confidential. Employees are not permitted to discuss with individuals outside the company, including family members, any diagnosis or treatment of any patient or client facility at any time (before, during or after an assignment). Any such information you have is confidential and must remain so.

HIPAA Awareness

The Health Insurance Portability and Accountability Act of 1996 ("HIPAA") requires "covered entities" to protect the privacy of health information. Client facilities and Worldwide's administrative responsibilities include training employees in HIPAA requirements.

Worldwide understands that medical information about you and your health is personal and must be treated confidentially. We are committed to protecting medical information provided under any benefit plans sponsored by Worldwide. We will take reasonable precautions to protect such information from inappropriate disclosure. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Patient Abuse Policy and Procedure

Please refer to **Appendix G** below.

Healthcare Ethics Principles

All employees are expected to understand and uphold the foundational principles of healthcare ethics when evaluating any clinical or workplace situation. These four principles serve as a framework for ethical decision-making: Autonomy, which means respecting each patient's right to make informed decisions about their own care; Beneficence, which requires acting in the patient's best interest at all times; Nonmaleficence, the obligation to avoid causing harm; and Justice, which calls for the fair and equal treatment of every patient regardless of background or circumstance. When something feels wrong in a care environment, it can often be traced back to a violation of one or more of these principles. Employees are encouraged to use this framework as a guide whenever ethical uncertainty arises.

Recognizing Ethical Concerns

Employees have a professional and ethical obligation to recognize and report concerns that may compromise patient safety, dignity, or rights. Situations that may require reporting include neglect such as unmet basic needs or inadequate hygiene care; unsafe medical practices or medication errors; verbal, physical, or emotional abuse; violations of patient rights or dignity; inadequate staffing that places patients at risk; and failure to follow established care plans or provider orders. If you observe any of these conditions, prompt action is expected.

Responding to an Ethical Concern

When an ethical concern is identified, the first priority is always the immediate safety of the patient. If a patient is in imminent danger, intervene within your scope of practice and notify on-site clinical leadership, such as the Charge Nurse or Unit Supervisor, without delay.

Once immediate safety is addressed, follow the facility's established chain of command. Even as agency staff, you are expected to report concerns to the Charge Nurse or Unit Supervisor, escalating to the Director of Nursing or Administrator if the concern is not adequately addressed. It is essential that you document who you spoke with and at what time.

In addition to reporting through the facility, you must notify your staffing agency, as the agency remains your employer of record. Contact Worldwide's Clinical Director and provide a factual, objective account of what you observed. Avoid speculation or personal opinion. This dual reporting protects you professionally and ensures the agency can take appropriate action with the facility.

Thorough documentation is a critical component of the reporting process. Record the date, time, and location of the incident; a factual description of what you directly observed or heard; the actions you took in response; and the names and titles of all individuals you notified. Documentation should reflect only what you personally witnessed — avoid assumptions or conclusions not supported by direct observation.

If the concern is not resolved through internal channels, or if the situation is severe, formal reporting to external regulatory bodies may be necessary. Options include filing an internal incident report at the facility, contacting the New York State Department of Health for facilities operating in New York, reporting to The Joint Commission where applicable, or notifying Adult Protective Services for concerns involving vulnerable populations. Many of these agencies accept anonymous reports.

Special Considerations for Staffing Agency Employees

As a staffing agency employee, you carry a dual responsibility — to the facility where you are placed and to your agency. It is possible that reporting a concern may result in removal from an assignment; however, reporting remains the correct and required course of action. Your timely documentation and reporting are not only ethically necessary but also serve as critical protections against professional and legal liability. Reports can be made without fear of retaliation from Worldwide. Employees will not face disciplinary or punitive action from Worldwide for reporting ethical concerns.

Best Practices

When addressing ethical concerns, always remain calm and professional — confrontational behavior is counterproductive and can escalate a situation unnecessarily. Keep your focus on patient safety rather than assigning blame. Report concerns promptly, as delays can result in additional harm. When in doubt about whether something warrants a report, err on the side of caution and report it.

Conduct Not Prohibited by This Handbook

This Handbook is not intended to preclude or dissuade employees from engaging in activities protected by state or federal law, including the National Labor Relations Act.

Complaint and Grievance Policy and Procedure

Worldwide will respond within fourteen (14) calendar days of receipt of a complaint or grievance. All reports are investigated directly by the Clinical Director, Leo R. Blatz, as soon as reasonably possible. Upon completion of the investigation, Worldwide will provide the complainant with the results of the investigation. Complaints and grievances may be presented orally or in writing. Worldwide's 24-hour contact number is 716-821-9001. Emphasis is placed on monitoring company and employee performance to prevent conduct that could potentially disrupt the provision of quality patient care.

Complaints and grievances are logged for prompt resolution and future reference. The information will be maintained for at least three (3) years after the date on which the complaint or grievance is received, or upon which Worldwide learns of the incident. All records related to complaints and grievances will be made accessible to any regulating body, governing agency, or licensing authority entitled to review the information.

Upon receipt of any complaints or grievances, the Clinical Director and any other staff as appropriate will immediately investigate the situation. In many cases, a conference call is requested with the complainant to discuss the details of the incident. Scheduled conferences and meetings are strictly adhered to. The Clinical Director will be available within twenty-four hours of a client facility's request to meet at the facility for any grievance or complaint deemed "severe" by the client facility.

Worldwide will report to the appropriate regulating body, governing agency, or licensing authority any action taken by, or condition affecting the fitness to practice of, any covered individual or entity that may be grounds for enforcement or disciplinary action. Worldwide will report any action taken by, or any condition affecting the fitness to practice of, a licensed employee that might be grounds for enforcement or disciplinary action under any applicable laws, rules, regulations, or standards to the applicable board of licensing or governing body within five business days of receipt or development of the information. Worldwide will report any action taken by a licensed or unlicensed employee that might be grounds for listing that

individual on any applicable abuse registry within five business days of receipt or development of the information.

Worldwide will conduct weekly departmental meetings to ensure the regulated approach to quality customer service and healthcare needs are satisfied. The meetings are held to analyze any new information or variance in the participating institution's needs that their departments encounter on an ongoing basis. Proactive "troubleshooting" is the primary focus.

General concerns, complaints, grievances, incident reports, turnover, safety, and operational issues are discussed during the monthly Quality Assurance / Performance Improvement Committee meetings. Effective problem-resolution methodologies are implemented. Proactive prevention procedures are developed and employed. The Quality Assurance / Performance Improvement Committee strives to modify existing procedures continually and create new approaches to continuously improve company performance and minimize complaints and grievances.

Any individual or organization that has a concern about the quality and safety of services delivered by Worldwide Travel Staffing, Limited is encouraged to contact the **Joint Commission** directly, without fear of retaliation, at www.jointcommission.org or by calling the Joint Commission Hotline at 800-944-6610 or emailing complaint@jointcommission.org. Staff will not face disciplinary or punitive action for reporting quality or safety concerns to the Joint Commission.

The following form is used to receive, record, and investigate complaints and to record, report, and investigate incidents.

WORLDWIDE TRAVEL STAFFING
2829 Sheridan Drive | Tonawanda, NY 14150 | Tele: 866.633.3700 | Fax 877.375.2450 | info@worldwidetravelstaffing.com

Complaint / Grievance Form

Date Submitted: _____

Complainant Information:

Name: _____

Address: _____

Telephone: _____

Email: _____

**** The following report was submitted anonymously*** ☐

The date on which the incident occurred: _____

The time when the incident occurred: _____

Description of the complaint or incident (*please attach additional sheets if needed*): _____

_____

_____

_____

_____

_____

Any individual or organization that has a concern about the quality and safety of services delivered by Worldwide Travel Staffing, Limited is encouraged to contact the Joint Commission directly, **without fear of retaliation**, at www.jointcommission.org or by calling the Joint Commission Hotline at 800-944-6610, or emailing complaint@jointcommission.org. Staff will not face disciplinary or punitive action for reporting quality or safety concerns to the Joint Commission.

Reported to the following regulating body, governing agency, or licensing authority *(if applicable)**:***

_____

Date Reported: _____ Time Reported: _____

Date the Investigation was completed: _____

Results of the Investigation and any Action Taken *(please attach additional sheets if needed):* _____

_____

_____

_____

Appendix A – A Patient's Bill of Rights

American Hospital Association

MANAGEMENT ADVISORY

A Patient's Bill of Rights

A Patient's Bill of Rights was first adopted by the American Hospital Association in 1973.

This revision was approved by the AHA Board of Trustees on October 21, 1992.

Introduction

Effective health care requires collaboration between patients and physicians and other health care professionals. Open and honest communication, respect for personal and professional values, and sensitivity to differences are integral to optimal patient care. As the setting for the provision of health services, hospitals must provide a foundation for understanding and respecting the rights and responsibilities of patients, their families, physicians, and other caregivers. Hospitals must ensure a health care ethic that respects the role of patients in decision making about treatment choices and other aspects of their care. Hospitals must be sensitive to cultural, racial, linguistic, religious, age, gender, and other differences as well as the needs of persons with disabilities.

The American Hospital Association presents A Patient's Bill of Rights with the expectation that it will contribute to more effective patient care and be supported by the hospital on behalf of the institution, its medical staff, employees, and patients. The American Hospital Association encourages health care institutions to tailor this bill of rights to their patient community by translating and/or simplifying the language of this bill of rights as may be necessary to ensure that patients and their families understand their rights and responsibilities.

Bill of Rights

These rights can be exercised on the patient's behalf by a designated surrogate or proxy decision maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor.

1. The patient has the right to considerate and respectful care.

2. The patient has the right to and is encouraged to obtain from physicians and other direct caregivers relevant, current, and understandable information concerning diagnosis, treatment, and prognosis.

   Except in emergencies when the patient lacks decision-making capacity and the need for treatment is urgent, the patient is entitled to the opportunity to discuss and request information related to the specific procedures and/or treatments, the risks involved, the

possible length of recuperation, and the medically reasonable alternatives and their accompanying risks and benefits.

Patients have the right to know the identity of physicians, nurses, and others involved in their care, as well as when those involved are students, residents, or other trainees. The patient also has the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known.

3. The patient has the right to make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy and to be informed of the medical consequences of this action. In case of such refusal, the patient is entitled to other appropriate care and services that the hospital provides or transfer to another hospital. The hospital should notify patients of any policy that might affect patient choice within the institution.

4. The patient has the right to have an advance directive (such as a living will, health care proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy.

   Health care institutions must advise patients of their rights under state law and hospital policy to make informed medical choices, ask if the patient has an advance directive, and include that information in patient records. The patient has the right to timely information about hospital policy that may limit its ability to implement fully a legally valid advance directive.

5. The patient has the right to every consideration of privacy. Case discussion, consultation, examination, and treatment should be conducted so as to protect each patient's privacy.

6. The patient has the right to expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. The patient has the right to expect that the hospital will emphasize the confidentiality of this information when it releases it to any other parties entitled to review information in these records.

7. The patient has the right to review the records pertaining to his/her medical care and to have the information explained or interpreted as necessary, except when restricted by law.

8. The patient has the right to expect that, within its capacity and policies, a hospital will make reasonable response to the request of a patient for appropriate and medically indicated care and services. The hospital must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, or when a patient has so requested, a patient may be transferred to another facility. The institution to which the patient is to be transferred must first have accepted the patient for transfer. The patient must also have the benefit of complete information and explanation concerning the need for, risks, benefits, and alternatives to such a transfer.

9. The patient has the right to ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.

10. The patient has the right to consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent. A patient who declines to participate in research or experimentation is entitled to the most effective care that the hospital can otherwise provide.

11. The patient has the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.

12. The patient has the right to be informed of hospital policies and practices that relate to patient care, treatment, and responsibilities. The patient has the right to be informed of available resources for resolving disputes, grievances, and conflicts, such as ethics committees, patient representatives, or other mechanisms available in the institution. The patient has the right to be informed of the hospital's charges for services and available payment methods.

The collaborative nature of health care requires that patients, or their families/surrogates, participate in their care. The effectiveness of care and patient satisfaction with the course of treatment depend, in part, on the patient fulfilling certain responsibilities. Patients are responsible for providing information about past illnesses, hospitalizations, medications, and other matters related to health status. To participate effectively in decision making, patients must be encouraged to take responsibility for requesting additional information or clarification about their health status or treatment when they do not fully understand information and instructions. Patients are also responsible for ensuring that the health care institution has a copy of their written advance directive if they have one. Patients are responsible for informing their physicians and other caregivers if they anticipate problems in following prescribed treatment.

Patients should also be aware of the hospital's obligation to be reasonably efficient and equitable in providing care to other patients and the community. The hospital's rules and regulations are designed to help the hospital meet this obligation. Patients and their families are responsible for making reasonable accommodations to the needs of the hospital, other patients, medical staff, and hospital employees. Patients are responsible for providing necessary information for insurance claims and for working with the hospital to make payment arrangements, when necessary.

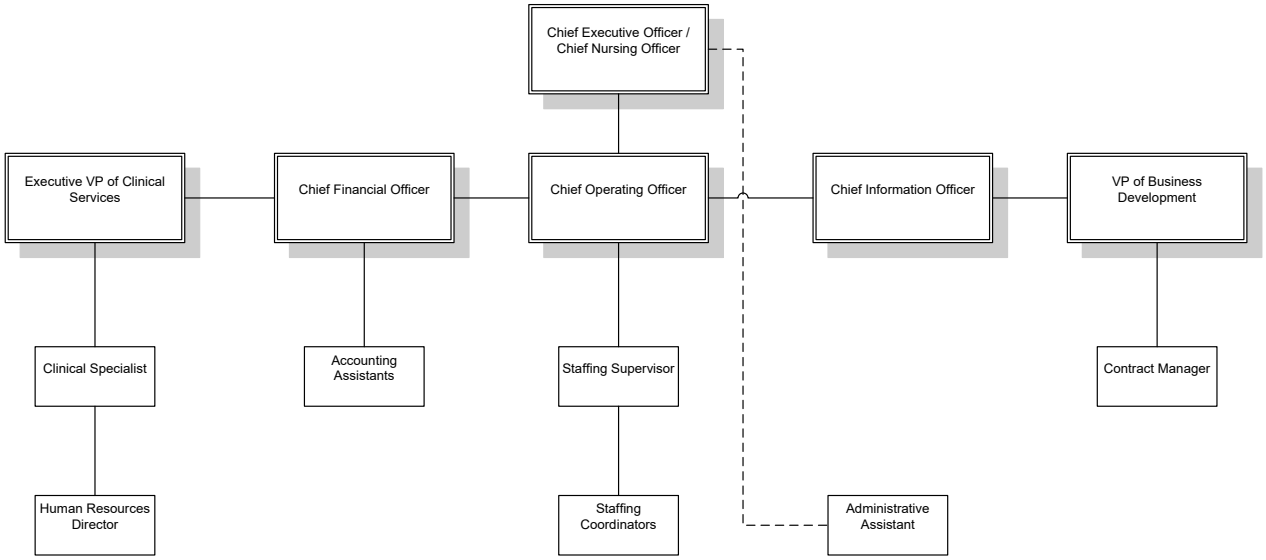
A person's health depends on much more than health care services. Patients are responsible for recognizing the impact of their lifestyle on their personal health.

Conclusion

Hospitals have many functions to perform, including the enhancement of health status, health promotion, and the prevention and treatment of injury and disease; the immediate and ongoing care and rehabilitation of patients; the education of health professionals, patients, and the community; and research. All these activities must be conducted with an overriding concern for the values and dignity of patients.

Appendix B – Organizational Chart

Worldwide Travel Staffing, Ltd. Organizational Chart



Appendix C – Confidentiality Agreement

CONFIDENTIALITY AGREEMENT

All organizations have a legal and ethical responsibility to safeguard the privacy of all employees and agents and to protect the confidentiality of information. Strict standards are adhered to within the organization concerning employee, client and business records and all other information which is considered to be of a confidential nature.

As an employee, you recognize that in the course of your employment with the organization you will have access to create or acquire confidential, privileged, or proprietary, employee, provider, or trade information, secrets, or processes. All employees must recognize that that this information is solely the property of the organization regardless of its format or changing formats over time. Each employee recognizes the right of the employer to determine questions of ownership.

Each employee recognizes that the disclosure of any of the above information would directly damage the organization's business and integrity and could subject the organization to a serious business loss. Accordingly, each employee promises as a condition of employment that during and after employment with the organization or any of its affiliated subsidiaries, he/she will not disclose any such information to any person or entity without first obtaining written consent from the organization.

Furthermore, each employee understands that his/her position within the organization is one of trust and confidence. Each employee understands that he/she must pledge his/her best efforts and utmost diligence to protect and keep the trade secrets and confidential or proprietary business information of the organization secure.

I understand that the disclosure of my computer password, attempts to discover another person's password or unauthorized use of a password are not permitted. I will treat the information I have access to as strictly confidential and will share information only with those who have a "need to know." I will access only that information that is within the scope of my job function/responsibilities.

I understand that upon termination of employment I must promptly return all such confidential information or other organization property to the Human Resources/Personnel Department.

I attest that I have read and understand the above information regarding confidentiality and understand that any willful or intentional breaches of confidentiality will result in disciplinary action up to and including possible termination.

I hereby agree to adhere to the confidentiality standards of the organization.

_____

Employee name (please print)

_____

Employee Signature (please print) Date

Appendix D – 2026 National Patient Safety Goals and Requirements

[Remainder of page intentionally left blank; 2026 NPSG pages follow]

JOINT COMMISSION

2026 Ambulatory Health Care National Patient Safety Goals

(Easy-To-Read)

Identify patients correctly

NPSG.01.01.01	Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

Use medicines safely

NPSG.03.04.01	Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.
NPSG.03.05.01	Take extra care with patients who take medicines to thin their blood.
NPSG.03.06.01	Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Give the patient written information about the medicines they need to take. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Prevent infection

NPSG.07.01.01	Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning.

Improve health outcomes for all

NPSG.16.01.01	Improving health outcomes for all is a quality and patient safety priority. For example, health care disparities in the patient population are identified and a written plan describes ways to improve health outcomes for all.

Prevent mistakes in surgery

UP.01.01.01	Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.
UP.01.02.01	Mark the correct place on the patient's body where the surgery is to be done.
UP.01.03.01	Pause before the surgery to make sure that a mistake is not being made.

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JOINT COMMISSION

2026 Assisted Living Community National Patient Safety Goals

(Easy-To-Read)

Identify residents correctly

NPSG.01.01.01	Use at least two ways to identify residents. For example, use the resident's name and date of birth. This is done to make sure that each resident gets the correct medicine and treatment.

Use medicines safely

NPSG.03.06.01	Record and pass along correct information about a resident's medicines. Find out what medicines the resident is taking. Compare those medicines to new medicines given to the resident. Give the resident written information about the medicines they need to take. Tell the resident it is important to bring their up-to-date list of medicines every time they visit a doctor.

Prevent infection

NPSG.07.01.01	Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

Prevent residents from falling

NPSG.09.02.01	Find out which residents are most likely to fall. For example, is the resident taking any medicines that might make them weak, dizzy or sleepy? Take action to prevent falls for these residents.

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JOINT COMMISSION

2026 Behavioral Health Care National Patient Safety Goals

(Easy-To-Read)

Identify individuals served correctly

NPSG.01.01.01	Use at least two ways to identify individuals served. For example, use the individual's name *and* date of birth. This is done to make sure that each individual served gets the correct medicine and treatment.

Use medicines safely

NPSG.03.06.01	Record and pass along correct information about an individual's medicines. Find out what medicines the individual served is taking. Compare those medicines to new medicines given to the individual served. Give the individual served written information about the medicines they need to take. Tell the individual served it is important to bring their up-to-date list of medicines every time they visit a doctor.

Prevent infection

NPSG.07.01.01	Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning.

Identify individuals served safety risks

NPSG.15.01.01	Reduce the risk for suicide.

Improve health outcomes for all

NPSG.16.01.01	Improving health outcomes for all is a quality and patient safety priority. For example, health care disparities in the patient population are identified and a written plan describes ways to improve health outcomes for all.

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JOINT COMMISSION

2026 Laboratory National Patient Safety Goals

(Easy-To-Read)

Identify patients correctly

NPSG.01.01.01	Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

Improve staff communication

NPSG.02.03.01	Get important test results to the right staff person on time.

Prevent infection

NPSG.07.01.01	Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

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JOINT COMMISSION

2026 Nursing Care Center National Patient Safety Goals

(Easy-To-Read)

Identify patients and residents correctly	
NPSG.01.01.01	Use at least two ways to identify patients or residents. For example, use the patient's or resident's name and date of birth. This is done to make sure that each patient or resident gets the correct medicine and treatment.
Use medicines safely	
NPSG.03.05.01	Take extra care with patients and residents who take medicines to thin their blood.
NPSG.03.06.01	Record and pass along correct information about a patient's or resident's medicines. Find out what medicines the patient or resident is taking. Compare those medicines to new medicines given to the patient or resident. Give the patient or resident written information about the medicines they need to take. Tell the patient or resident it is important to bring their up-to-date list of medicines every time they visit a doctor.
Prevent infection	
NPSG.07.01.01	Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.
Prevent patients and residents from falling	
NPSG.09.02.01	Find out which patients and residents are most likely to fall. For example, is the patient or resident taking any medicines that might make them weak, dizzy or sleepy? Take action to prevent falls for these patients and residents.
Prevent bed sores	
NPSG.14.01.01	Find out which patients and residents are most likely to have bed sores. Take action to prevent bed sores in these patients and residents. From time to time, re-check patients and residents for bed sores.

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JOINT COMMISSION

2026 Office-Based Surgery National Patient Safety Goals

(Easy-To-Read)

Identify patients correctly

NPSG.01.01.01	Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

Use medicines safely

NPSG.03.04.01	Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.
NPSG.03.06.01	Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Give the patient written information about the medicines they need to take. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Prevent infection

NPSG.07.01.01	Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

Prevent mistakes in surgery

UP.01.01.01	Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.
UP.01.02.01	Mark the correct place on the patient's body where the surgery is to be done.
UP.01.03.01	Pause before the surgery to make sure that a mistake is not being made.

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2026 Home Care National Patient Safety Goals

(Easy-To-Read)

Identify patients correctly

NPSG.01.01.01	Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

Use medicines safely

NPSG.03.06.01	Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Give the patient written information about the medicines they need to take. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Prevent infection

NPSG.07.01.01	Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

Prevent patients from falling

NPSG.09.02.01	Find out which patients are most likely to fall. For example, is the patient taking any medicines that might make them weak, dizzy or sleepy? Take action to prevent falls for these patients.

Identify patient safety risks

NPSG.15.02.01	Find out if there are any risks for patients who are getting oxygen. For example, fires in the patient's home.

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JOINT COMMISSION

2026 Rural Health Clinic National Patient Safety Goals

(Easy-To-Read)

Identify patients correctly

NPSG.01.01.01	Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

Use medicines safely

NPSG.03.04.01	Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.
NPSG.03.05.01	Take extra care with patients who take medicines to thin their blood.
NPSG.03.06.01	Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Give the patient written information about the medicines they need to take. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Prevent infection

NPSG.07.01.01	Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning.

Prevent mistakes in surgery

UP.01.01.01	Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.
UP.01.02.01	Mark the correct place on the patient's body where the surgery is to be done.
UP.01.03.01	Pause before the surgery to make sure that a mistake is not being made.

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JOINT COMMISSION

2026 Telehealth National Patient Safety Goals

(Easy-To-Read)

Identify patients correctly

NPSG.01.01.01

Use at least two ways to identify patients. For example, use the patient's name and date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

Improve staff communication

NPSG.02.03.01

Get important test results to the right staff person on time.

Use medicines safely

NPSG.03.06.01

Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Give the patient written information about the medicines they need to take. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Identify patient safety risks

NPSG.15.01.01

Reduce the risk for suicide.

Improve health outcomes for all

NPSG.16.01.01

Improving health outcomes for all is a quality and patient safety priority. For example, health care disparities in the patient population are identified and a written plan describes ways to improve health outcomes for all.

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Appendix E - Sexual Harassment Policy and Procedure



Introduction

Worldwide Travel Staffing, Limited ("Worldwide") is committed to maintaining a workplace free from sexual harassment. Sexual harassment is a form of workplace discrimination. All employees are required to work in a manner that prevents sexual harassment in the workplace. This Policy is one component of Worldwide's commitment to a discrimination-free work environment. Sexual harassment is against the law[1] and all employees have a legal right to a workplace free from sexual harassment and employees are urged to report sexual harassment by filing a complaint internally with Worldwide. Employees can also file a complaint with a government agency or in court under federal, state, or local antidiscrimination laws.

Policy:

1. Worldwide's policy applies to all employees, applicants for employment, interns, whether paid or unpaid, contractors and persons conducting business, regardless of immigration status, with Worldwide. In the remainder of this document, the term "employees" refers to this collective group.
2. Sexual harassment will not be tolerated. Any employee or individual covered by this policy who engages in sexual harassment or retaliation will be subject to remedial and/or disciplinary action (e.g., counseling, suspension, termination).
3. Retaliation Prohibition: No person covered by this Policy shall be subject to adverse action because the employee reports an incident of sexual harassment, provides information, or otherwise assists in any investigation of a sexual harassment complaint. Worldwide will not tolerate such retaliation against anyone who, in good faith, reports or provides information about suspected sexual harassment. Any employee of Worldwide who retaliates against anyone involved in a sexual harassment investigation will be subjected to disciplinary action, up to and including termination. All employees, paid or unpaid interns, or non-employees[2] working in the workplace who believe they have been subject to such retaliation should inform a supervisor, manager, or the Chief Executive Officer, Leo Blatz. All employees, paid or unpaid interns or non-employees who believe they have

[1] While this policy specifically addresses sexual harassment, harassment because of and discrimination against persons of all protected classes is prohibited. In New York State, such classes includeage, race, creed, color, national origin, sexual orientation, military status, sex, disability, marital status, domestic violence victim status, gender identity and criminal history.

[2] A non-employee is someone who is (or is employed by) a contractor, subcontractor, vendor, consultant, or anyone providing services in the workplace. Protected non-employees include persons commonly referred to as independent contractors, "gig" workers and temporary workers. Also included are persons providing equipment repair, cleaning services or any other services provided pursuant to a contract with the employer.

been a target of such retaliation may also seek relief in other available forums, as explained below in the section on Legal Protections.

4. Sexual harassment is offensive, is a violation of our policies, is unlawful, and may subject Worldwide to liability for harm to targets of sexual harassment. Harassers may also be individually subject to liability. Employees of every level who engage in sexual harassment, including managers and supervisors who engage in sexual harassment or who allow such behavior to continue, will be penalized for such misconduct.
5. Worldwide will conduct a prompt and thorough investigation that ensures due process for all parties, whenever management receives a complaint about sexual harassment, or otherwise knows of possible sexual harassment occurring. Worldwide will keep the investigation confidential to the extent possible. Effective corrective action will be taken whenever sexual harassment is found to have occurred. All employees, including managers and supervisors, are required to cooperate with any internal investigation of sexual harassment.
6. All employees are encouraged to report any harassment or behaviors that violate this policy. Worldwide will provide all employees a complaint form for employees to report harassment and file complaints.
7. Managers and supervisors are **required** to report any complaint that they receive, or any harassment that they observe or become aware of, to the Chief Executive Officer, Leo Blatz.
8. This policy applies to all employees, paid or unpaid interns, and non-employees and all must follow and uphold this policy. This policy must be provided to all employees and should be posted prominently in all work locations to the extent practicable (for example, in a main office, not an offsite work location) and be provided to employees upon hiring.

What Is "Sexual Harassment"?

Sexual harassment is a form of sex discrimination and is unlawful under federal, state, and (where applicable) local law. Sexual harassment includes harassment on the basis of sex, sexual orientation, self-identified or perceived sex, gender expression, gender identity and the status of being transgender.

Sexual harassment includes unwelcome conduct which is either of a sexual nature, or which is directed at an individual because of that individual's sex when:

- 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, even if the reporting individual is not the intended target of the sexual harassment;
- Such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual's employment.

A sexually harassing hostile work environment includes, but is not limited to, words, signs, jokes, pranks, intimidation, or physical violence which are of a sexual nature, or which are directed at

an individual because of that individual's sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or sexually discriminatory remarks made by someone which are offensive or objectionable to the recipient, which cause the recipient discomfort or humiliation, which interfere with the recipient's job performance.

Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions or privileges of employment. This is also called "quid pro quo" harassment.

Any employee who feels harassed should report so that any violation of this policy can be corrected promptly. Any harassing conduct, even a single incident, can be addressed under this policy.

Examples of sexual harassment

The following describes some of the types of acts that may be unlawful sexual harassment and that are strictly prohibited:

- Physical acts of a sexual nature, such as:
    - Touching, pinching, patting, kissing, hugging, grabbing, brushing against another employee's body or poking another employee's body;
    - Rape, sexual battery, molestation or attempts to commit these assaults.
- Unwanted sexual advances or propositions, such as:
    - Requests for sexual favors accompanied by implied or overt threats concerning the target's job performance evaluation, a promotion or other job benefits or detriments;
    - Subtle or obvious pressure for unwelcome sexual activities.
- Sexually oriented gestures, noises, remarks or jokes, or comments about a person's sexuality or sexual experience, which create a hostile work environment.
- Sex stereotyping occurs when conduct or personality traits are considered inappropriate simply because they may not conform to other people's ideas or perceptions about how individuals of a particular sex should act or look.
- Sexual or discriminatory displays or publications anywhere in the workplace, such as:
    - Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.
- Hostile actions taken against an individual because of that individual's sex, sexual orientation, gender identity and the status of being transgender, such as:
    - Interfering with, destroying or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;
    - Sabotaging an individual's work;

- Bullying, yelling, name-calling.

Who can be a target of sexual harassment?

Sexual harassment can occur between any individuals, regardless of their sex or gender. New York Law protects employees, paid or unpaid interns, and non-employees, including independent contractors, and those employed by companies contracting to provide services in the workplace. Harassers can be a superior, a subordinate, a coworker or anyone in the workplace including an independent contractor, contract worker, vendor, client, customer, or visitor.

Where can sexual harassment occur?

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while employees are traveling for business or at employer sponsored events or parties. Calls, texts, emails, and social media usage by employees can constitute unlawful workplace harassment, even if they occur away from the workplace premises, on personal devices or during non-work hours.

Retaliation

Unlawful retaliation can be any action that could discourage a worker from coming forward to make or support a sexual harassment claim. Adverse action need not be job-related or occur in the workplace to constitute unlawful retaliation (e.g., threats of physical violence outside of work hours).

Such retaliation is unlawful under federal, state, and (where applicable) local law. The New York State Human Rights Law protects any individual who has engaged in "protected activity." Protected activity occurs when a person has:

- made a complaint of sexual harassment, either internally or with any anti-discrimination agency;
- testified or assisted in a proceeding involving sexual harassment under the Human Rights Law or other anti-discrimination law;
- opposed sexual harassment by making a verbal or informal complaint to management, or by simply informing a supervisor or manager of harassment;
- reported that another employee has been sexually harassed; or
- encouraged a fellow employee to report harassment.

Even if the alleged harassment does not turn out to rise to the level of a violation of law, the individual is protected from retaliation if the person had a good faith belief that the practices were unlawful. However, the retaliation provision is not intended to protect persons making intentionally false charges of harassment.

Reporting Sexual Harassment

Preventing sexual harassment is everyone's responsibility. Worldwide cannot prevent or remedy sexual harassment unless it knows about it. Any employee, paid or unpaid intern or non-employee who has been subjected to behavior that may constitute sexual harassment must immediately report such behavior to the Chief Executive Officer, Leo Blatz. The reporting individual must also comply with any client facility's reporting procedure. Anyone who witnesses or becomes aware of potential instances of sexual harassment should report such behavior to a supervisor, manager or the Chief Executive Officer, Leo Blatz.

Reports of sexual harassment may be made verbally or in writing. Chief Executive Officer, Leo Blatz, can be reached by phone at 866-633-3700. A form for submission of a written complaint is attached to this Policy. This form may be submitted via email or may be completed and submitted electronically by visiting the following link: Report of Sexual Harassment. The form is also available for download or submission by visiting www.worldwidetravelstaffing.com. All employees are encouraged to use this complaint form. Employees who are reporting sexual harassment on behalf of other employees should use the complaint form and note that it is on another employee's behalf.

Employees, paid or unpaid interns or non-employees who believe they have been a target of sexual harassment may also seek assistance in other available forums, as explained below in the section on Legal Protections.

Supervisory Responsibilities

All supervisors and managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior or for any reason suspect that sexual harassment is occurring, **are required** to report such suspected sexual harassment to the Chief Executive Officer, Leo Blatz.

In addition to being subject to discipline if they engaged in sexually harassing conduct themselves, supervisors and managers will be subject to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue.

Supervisors and managers will also be subject to discipline for engaging in any retaliation.

Complaint and Investigation of Sexual Harassment

All complaints or information about sexual harassment will be promptly reviewed and investigated by Chief Executive Officer, Leo Blatz, whether that information was reported in

verbal or written form. Investigations will be conducted in a timely manner, and will be confidential to the extent possible.

An investigation of any complaint, information or knowledge of suspected sexual harassment will be prompt and thorough, commenced immediately and completed as soon as possible. The investigation will be kept confidential to the extent possible. All persons involved, including complainants, witnesses and alleged harassers will be accorded due process, as outlined below, to protect their rights to a fair and impartial investigation.

Any employee may be required to cooperate as needed in an investigation of suspected sexual harassment. Worldwide will not tolerate retaliation against employees who file complaints, support another's complaint or participate in an investigation regarding a violation of this policy.

While the process may vary from case to case, investigations should be done in accordance with the following steps:

- Upon receipt of complaint, the Chief Executive Officer, Leo Blatz will conduct an immediate review of the allegations, and take any interim actions (e.g., instructing the respondent to refrain from communications with the complainant), as appropriate. If complaint is verbal, encourage the individual to complete the "Complaint Form" in writing. If he or she refuses, prepare a Complaint Form based on the verbal reporting.
- If documents, emails, or phone records are relevant to the investigation, take steps to obtain and preserve them.
- Request and review all relevant documents, including all electronic communications.
- Interview all parties involved, including any relevant witnesses;
- Create a written documentation of the investigation (such as a letter, memo, or email), which contains the following:
    - A list of all documents reviewed, along with a detailed summary of relevant documents;
    - A list of names of those interviewed, along with a detailed summary of their statements;
    - A timeline of events;
    - A summary of prior relevant incidents, reported or unreported; and
    - The basis for the decision and final resolution of the complaint, together with any corrective action(s).

- Keep the written documentation and associated documents in a secure and confidential location.
- Promptly notify the individual who reported and the individual(s) about whom the complaint was made of the final determination and implement any corrective actions identified in the written document.
- Inform the individual who reported of the right to file a complaint or charge externally as outlined in the next section.

Legal Protections And External Remedies

Sexual harassment is not only prohibited by Worldwide but is also prohibited by state, federal, and, where applicable, local law.

Aside from the internal process at Worldwide, employees may also choose to pursue legal remedies with the following governmental entities. While a private attorney is not required to file a complaint with a governmental agency, you may seek the legal advice of an attorney.

In addition to those outlined below, employees in certain industries may have additional legal protections.

State Human Rights Law (HRL)

The Human Rights Law (HRL), codified as N.Y. Executive Law, art. 15, § 290 et seq., applies to all employers in New York State with regard to sexual harassment, and protects employees, paid or unpaid interns and non-employees, regardless of immigration status. A complaint alleging violation of the Human Rights Law may be filed either with the Division of Human Rights (DHR) or in New York State Supreme Court.

Complaints with DHR may be filed any time **within one year** of the harassment. If an individual did not file at DHR, they can sue directly in state court under the HRL, **within three years** of the alleged sexual harassment. An individual may not file with DHR if they have already filed a HRL complaint in state court.

Complaining internally to Worldwide does not extend your time to file with DHR or in court. The one year or three years is counted from date of the most recent incident of harassment.

You do not need an attorney to file a complaint with DHR, and there is no cost to file with DHR.

DHR will investigate your complaint and determine whether there is probable cause to believe that sexual harassment has occurred. Probable cause cases are forwarded to a public hearing before an administrative law judge. If sexual harassment is found after a hearing, DHR has the power to award relief, which varies but may include requiring your employer to take action to stop the harassment, or redress the damage caused, including paying of monetary damages, attorney's fees, and civil fines.

DHR's main office contact information is: NYS Division of Human Rights, One Fordham Plaza, Fourth Floor, Bronx, New York 10458. You may call (718) 741-8400 or visit: www.dhr.ny.gov.

Contact DHR at (888) 392-3644 or visit dhr.ny.gov/complaint for more information about filing a complaint. The website has a complaint form that can be downloaded, filled out, notarized, and mailed to DHR. The website also contains contact information for DHR's regional offices across New York State.

Civil Rights Act of 1964

The United States Equal Employment Opportunity Commission (EEOC) enforces federal anti-discrimination laws, including Title VII of the 1964 federal Civil Rights Act (codified as 42 U.S.C. § 2000e et seq.). An individual can file a complaint with the EEOC anytime within 300 days from the harassment. There is no cost to file a complaint with the EEOC. The EEOC will investigate the complaint, and determine whether there is reasonable cause to believe that discrimination has occurred, at which point the EEOC will issue a Right to Sue letter permitting the individual to file a complaint in federal court.

The EEOC does not hold hearings or award relief, but may take other action including pursuing cases in federal court on behalf of complaining parties. Federal courts may award remedies if discrimination is found to have occurred. In general, private employers must have at least 15 employees to come within the jurisdiction of the EEOC.

An employee alleging discrimination at work can file a "Charge of Discrimination." The EEOC has district, area, and field offices where complaints can be filed. Contact the EEOC by calling 1-800-669-4000 (TTY: 1-800-669-6820), visiting their website at www.eeoc.gov or via email at info@eeoc.gov.

If an individual filed an administrative complaint with DHR, DHR will file the complaint with the EEOC to preserve the right to proceed in federal court.

Local Protections

Many localities enforce laws protecting individuals from sexual harassment and discrimination. An individual should contact the county, city, or town in which they live to find out if such a law exists.

Contact the Local Police Department

If the harassment involves unwanted physical touching, coerced physical confinement or coerced sex acts, the conduct may constitute a crime. Contact the local police department.



Sexual Harassment Complaint Form

If you believe that you have been subjected to sexual harassment, please complete this form, and submit it to Leo R. Blatz, Chief Executive Officer. You will not be retaliated against for filing a complaint.

COMPLAINANT INFORMATION

Name:_____Job Title: _____

Phone: _____Email: _____

Work Address: _____

Preferred Communication Method: □ Email □ Phone □ In Person

SUPERVISORY INFORMATION

Supervisor's Name: _____Title: _____

Phone: _____Email: _____

Work Address: _____

COMPLAINT

1. Your complaint of Sexual Harassment is made about:

Name:_____Title: _____

Work Address: _____Work Phone:_____

Relationship to you: □ Supervisor□ Subordinate □ Co-Worker □ Other

2. Please describe what happened and how it is affecting you and your work. Please use additional space at end of this complaint form if necessary and attach any relevant documents or evidence.

3. Date(s) sexual harassment occurred: _____ Is the sexual harassment continuing? □ Yes □ No
4. Please list the name and contact information of any witnesses or individuals who may have information related to your complaint:
5. Have you previously complained or provided information (verbal or written) about related incidents? If yes, when and to whom did you complain or provide information?
Please utilize the area below or attach supplemental pages if more space is needed to complete this form:

Signature:	Date:

Appendix F – Anti-Discrimination and Equal Employment Opportunity Policy

Equal Opportunity Employer

Worldwide Travel Staffing, Limited ("Worldwide") is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. Worldwide strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy), gender (including gender nonconformity and status as a transgender individual), age, physical or mental disability, citizenship, past, current, or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal, state, or local law. All Worldwide employees, other workers, and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment.

Worldwide complies with the Americans with Disabilities Act ("ADA"), as amended by the ADA Amendments Act, and all applicable state or local law. Consistent with those requirements, Worldwide will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. If you believe you need an accommodation, refer any such request to the Chief Executive Officer, Leo Blatz. Worldwide will also, where appropriate, provide reasonable accommodations for an employee's religious beliefs or practices.

Complaint Procedure

If you are subjected to any conduct that you believe violates this policy, you must promptly speak to, write, or otherwise contact your direct supervisor, your designated Human Resources representative, and the Chief Executive Officer, Leo Blatz as soon as possible following the offending conduct. The Chief Executive Officer, Leo Blatz, will ensure that a prompt investigation is conducted. The reporting individual must also comply with any client facility's reporting procedure.

Reports of discrimination may be made verbally or in writing. Chief Executive Officer, Leo Blatz, can be reached by phone at 866-633-3700. A form for submission of a written complaint is attached to this Policy. This form may be submitted via email or may be completed and submitted electronically by visiting the following link: Report of Discrimination. The form is also available for download or submission by visiting www.worldwidetravelstaffing.com. All employees are encouraged to use this complaint form. Employees who are reporting discrimination on behalf of other employees should use the complaint form and note that it is on another employee's behalf.

Your complaint should be as detailed as possible, including the names of all individuals involved

and any witnesses. Worldwide will directly and thoroughly investigate the facts and circumstances of all claims of perceived discrimination and will take prompt corrective action, if appropriate.

Additionally, any manager or supervisor who observes discriminatory conduct must report the conduct to the Chief Executive Officer, Leo Blatz, so that an investigation can be made and corrective action taken, if appropriate.

Complaint and Investigation of Unlawful Discrimination

All complaints or information about unlawful discrimination will be promptly reviewed and investigated by Chief Executive Office, Leo Blatz, whether that information was reported in verbal or written form. Investigations will be conducted in a timely manner and will be confidential to the extent possible.

An investigation of any complaint, information or knowledge of suspected discrimination will be prompt and thorough, commenced immediately and completed as soon as possible. The investigation will be kept confidential to the extent possible. All persons involved, including complainants, witnesses and alleged discriminating parties will be accorded due process, as outlined below, to protect their rights to a fair and impartial investigation.

Any employee may be required to cooperate as needed in an investigation of suspected unlawful discrimination. Worldwide will not tolerate retaliation against employees who file complaints, support another's complaint or participate in an investigation regarding a violation of this policy.

While the process may vary from case to case, investigations should be done in accordance with the following steps:

- Upon receipt of complaint, the Chief Executive Officer, Leo Blatz will conduct an immediate review of the allegations, and take any interim actions (e.g., instructing the respondent to refrain from communications with the complainant), as appropriate. If complaint is verbal, encourage the individual to complete the "Complaint Form" in writing. If he or she refuses, prepare a Complaint Form based on the verbal reporting.
- If documents, emails, or phone records are relevant to the investigation, take steps to obtain and preserve them.
- Request and review all relevant documents, including all electronic communications.
- Interview all parties involved, including any relevant witnesses;
- Create a written documentation of the investigation (such as a letter, memo, or email), which contains the following:
    - A list of all documents reviewed, along with a detailed summary of relevant documents;
    - A list of names of those interviewed, along with a detailed summary of their statements;
    - A timeline of events;
    - A summary of prior relevant incidents, reported or unreported; and

    - The basis for the decision and final resolution of the complaint, together with any corrective action(s).
- Keep the written documentation and associated documents in a secure and confidential location.
- Promptly notify the individual who reported and the individual(s) about whom the complaint was made of the final determination and implement any corrective actions identified in the written document.

No Retaliation

No one will be subject to, and Worldwide prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

Worldwide is committed to enforcing this policy against all forms of discrimination. However, the effectiveness of our efforts depends largely on employees telling us about inappropriate workplace conduct. If employees feel that they or someone else may have been subjected to conduct that violates this policy, they should report it immediately. If employees do not report discriminatory conduct, Worldwide may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

Violations of this Policy

Any employee, regardless of position or title, whom the Chief Executive Officer, Leo Blatz, determines has subjected an individual to discrimination or retaliation in violation of this policy will be subject to discipline, up to and including termination of employment.

Administration of this Policy

The Chief Executive Officer, Leo Blatz, is responsible for the administration of this policy. If you have any questions regarding this policy or questions about discrimination, accommodations, or retaliation that are not addressed in this policy, please contact Leo Blatz.

Conduct Not Prohibited by This Policy

This policy is not intended to restrict communications or actions protected or required by state or federal law.

Report of Discrimination

To report an instance of discrimination, please complete this form and submit a copy to Leo R. Blatz, Chief Executive Officer. You will not be retaliated against for filing a complaint.

COMPLAINANT INFORMATION

Name:_____Job Title: _____

Phone: _____Email: _____

Work Address: _____

Preferred Communication Method: □ Email □ Phone □ In Person

SUPERVISORY INFORMATION

Supervisor's Name: _____Title: _____

Phone: _____Email: _____

Work Address: _____

COMPLAINT

Date and Time of Incident(s): _____

Location of Incident(s): _____

Is the discrimination continuing? □ Yes □ No

Individuals Involved and Witnesses

Please list the name and contact information of any individuals involved and any witnesses who may have information related to your complaint:

Description of Incident

Provide a detailed account of the incident, including actions, words, gestures, and the impact on you and/or the targeted individual. Be sure to include any negative impacts the conduct had/has on your work performance.

Actions Taken

Have you reported this incident to anyone else? □ Yes □ No
If yes, please provide details:

What steps, if any, have you taken to address this incident?

Please utilize the area below or attach supplemental pages if more space is needed to complete this form:

Signature:	**Date:**

Appendix G - Patient Abuse Policy and Procedure

All Worldwide Travel Staffing ("Worldwide") employees must be committed to protecting the patients that they serve from abuse by anyone including, but not limited to staff, other patients, consultants, contractors, volunteers, and staff from other agencies providing services.

The following policies and procedures outline the requirements of Worldwide's Abuse Prevention Program and Reporting Reasonable Suspicion of a Crime in a healthcare facility or setting.

Abuse - Definitions

1. **Abuse** is the willful infliction of injury, unreasonable confinement, intimidation, or punishment resulting in physical harm, pain, or mental anguish. Abuse also includes deprivation by an individual, including a caretaker, of goods or services that are necessary to attain or maintain physical, mental, and psychosocial well-being. Instances of abuse of all patients, irrespective of any mental or physical condition, cause physical harm, pain, or mental anguish. It includes verbal abuse, sexual abuse, physical abuse, and mental abuse, including abuse facilitated or enabled through the use of technology. *Willful*, as used in this definition of abuse, means the individual must have acted deliberately, not that the individual must have intended to inflict injury or harm.
2. **Adverse Event** - An adverse event is an untoward, undesirable, and usually unanticipated event that causes death or serious injury, or the risk thereof.
3. **Exploitation** - Exploitation means taking advantage of a patient for personal gain through the use of manipulation, intimidation, threats, or coercion.
4. **Involuntary Seclusion** is defined as separation of a patient from other patients or from his or her room or confinement to his or her room (with or without roommates) against the patient's will, or the will of the patient's legal representative. (Note: Emergency or short-term monitored separation from other patients will not be considered involuntary seclusion and may be permitted if used for a limited period of time as a therapeutic intervention to reduce agitation until professional staff can develop a plan of care to meet the patient's needs.) As long as this is the least restrictive approach or the minimum amount of time and is being done according to the patient needs and not for staff convenience.
5. **Mental Abuse** is defined as, but is not limited to, humiliation, harassment, threats of punishment, or withholding of treatment or services. Mental abuse includes but is not limited to, abuse that is facilitated including abuse facilitated or enabled through the use of technology. This may be caused by nursing home staff taking or using photographs or recordings in any manner that would demean or humiliate a patient(s). This includes photographs or recordings of a patient and/or his/her private space with the patient's or designated representative's permission. Some examples include, but are not limited to, staff taking unauthorized photographs of a patient's room or furnishings (which may or may not include the patient) or a patient eating in the dining room, or a patient participating in an activity in the common area. If a photograph or recording of a patient, or the manner that it is used, demeans, or humiliates a patient(s), regardless of whether the patient provided consent and regardless of the patient's cognitive state, this is potential abuse. These would include, but not be limited to, photographs and recordings of patients that contain nudity, sexual and intimate relations, bathing, showering, toileting, providing perineal care, agitating a patient to solicit a response, derogatory statements directed

to the patient, showing a body part with the patient's face, whether it is the chest, limbs, or back, labeling patients' pictures and/or providing comments in a demeaning manner, directing a patient to use inappropriate language, showing the patient in a compromised position, and taking pictures of fecal matter on body parts or beddings/furnishings. Mental abuse may occur through either verbal or nonverbal conduct, which causes or has the potential to cause the patient to experience humiliation, intimidation, fear, shame, agitation, or degradation.

6. **Misappropriation** of patient property means the deliberate misplacement, exploitation, or wrongful, temporary, or permanent use of a patient's belongings or money without the patient's consent.
7. **Mistreatment** means inappropriate treatment or exploitation of a patient.
8. **Neglect** is the failure of the facility, its employees or service providers, to provide goods and services to a patient that are necessary to avoid physical harm, mental anguish, or mental illness.
9. **Physical Abuse** is defined as hitting, slapping, pinching, kicking, etc. It also includes controlling behavior through corporal punishment.
10. **Patient Representative** means any of the following:
    a. An individual chosen by the patient to act on behalf of the patient in order to support the patient in decision-making; access medical, social or other personal information of the patient; manage financial matters; or receive notifications;
    b. A person authorized by State or Federal law (including but not limited to agents under power of attorney, representative payees, and other fiduciaries) to act on behalf of the patient in order to support the patient in decision-making; access medical, social or other personal information of the patient; manage financial matters; or receive notifications;
    c. Legal representative, as used in section 712 of the Older Americans Act (Ombudsman); or
    d. The court-appointed guardian or conservator of a patient.
11. **Sexual Abuse** is a non-consensual sexual contact of any type with a patient.
12. **Verbal Abuse** is defined as any use of oral, written, or gestured language that willfully includes disparaging and derogatory terms to patients or their families, or within their hearing distance, to describe patients, regardless of their age, ability to comprehend, or disability. Examples of verbal abuse include but are not limited to threats of harm; saying things to frighten a patient, such as telling a patient that he/she will never be able to see his/her family again.

Screening

Policy Statement

Worldwide will not knowingly employ any individuals who (1) Have been found guilty of abuse, neglect, exploitation, misappropriation of property, or mistreatment by a court of law; (2) Have had a finding entered into any registry concerning abuse, neglect, exploitation, mistreatment of patients or misappropriation of their property; or (3) Have a disciplinary action in effect against his or her professional license by a state licensure body as a result of a finding of abuse, neglect, exploitation, mistreatment of patients or misappropriation of patient property.

Procedure

1. Worldwide's Clinical Director or other person designated by the Clinical Director will conduct employment background checks, reference checks, and criminal conviction checks on persons making application for employment with Worldwide. Such investigation will be initiated prior to employment or immediately after an offer of employment with a copy placed in the employee's personnel file.
2. For all licensed professional staff, the respective licensure board will be contacted to confirm that their **license is current and active** and that there are no sanctions assessed against their license. Documented proof will be placed in the employee's personnel file.
    a. Worldwide will not employ individuals who have a disciplinary action in effect against his or her professional license or has had a disciplinary action taken against their professional license by a state licensure body as a result of a finding of abuse, neglect, mistreatment of patients or misappropriation of their property.
3. Prior convictions of offenses **other than** abuse, neglect, exploitation, misappropriation of property, or mistreatment by a court of law may not necessarily disqualify an applicant from employment with Worldwide. In such instances, serious consideration will be given to the position applied for, the seriousness of the offense, and how recently the offense was committed.

Abuse Prevention

Policy Statement

It is the goal of Worldwide to develop and implement written policies and procedures that prohibit and prevent abuse, neglect, and exploitation of patients, and misappropriation of patient property. Worldwide's abuse prevention program includes but is not limited to **the components** listed below.

Policy Interpretation and Implementation

1. **Screening** – Screen potential employees for a history of abuse, neglect, or mistreating patients. This includes attempting to obtain information from previous employers and/or current employers and checking with the appropriate licensing boards and registries. Worldwide will not employ individuals who have had a disciplinary action taken against their professional license by a state licensure body as a result of a finding of abuse, neglect, mistreatment of patients or misappropriation of their property.
2. **Training** - Train employees through orientation and on-going educational sessions on issues related to abuse prohibition practices such as:
    a. Appropriate interventions to deal with aggressive and/or catastrophic reactions of patients including verbal and physical aggression, allowing employees to express frustration with their job or in working with difficult patients, and conflict resolution;
    b. How employees should report their knowledge related to allegations without fear of reprisal;
    c. How to recognize signs of burnout, frustration, and stress that may lead to abuse; and
    d. What constitutes abuse, neglect, and misappropriation of patient property.
3. **Prevention** - Utilize the following methods to help prevent abuse from occurring:

a. Support programs and procedures that encourage patients, families, and employees to report concerns, incidents, and allegations of abuse and grievances without the fear of retribution; and provide feedback regarding the concerns that have been expressed.

b. Identify, correct, and intervene in situations in which abuse, neglect and/or misappropriation of patient property is more likely to occur.

This includes an analysis of:

i. Features of the physical environment that may make abuse and/or neglect more likely to occur, such as secluded areas of the facility and monitor them;

ii. Educate and assist employees with recognizing inappropriate behaviors, such as using derogatory language, rough handling, ignoring patients while giving care, directing patients who need toileting assistance to urinate or defecate in their beds; and

iii. The assessment, care planning, and monitoring of patients with needs and behaviors which might lead to conflict or neglect, such as patients with a history of aggressive behaviors, patients who have behaviors such as entering other patients' rooms, patients with self-injurious behaviors, patients with communication disorders, those that require heavy nursing care and/or are totally dependent on staff. This includes involving the appropriate mental health professionals when appropriate to deal with difficult or aggressive patients.

4. **Identification** - Identify events, such as suspicious bruising of patients, occurrences, patterns, and trends that may constitute abuse; and to determine the direction of the investigation.

5. **Investigation** – Investigation of alleged violations and reporting of results to the proper agencies, authorities, or governing bodies.

6. **Protection** – Protect patients from harm during an investigation.

7. **Reporting/Response** – Report and respond in accordance with state and federal requirements.

a. Report all alleged violations to Worldwide's Clinical Director and the appropriate agencies, authorities, or governing bodies, and take all necessary corrective actions depending on the results of the investigation;

b. Report to the State nurse aide registry or licensing authorities any knowledge it has of any actions by a court of law which would indicate an employee is unfit for service; and

c. Analyze the occurrences to determine what changes are needed, if any, to policies and procedures to prevent further occurrences.

d. Ensure reporting of crimes in accordance with applicable laws and regulations and "Reporting Reasonable Suspicion of a Crime."

Identifying Possible Signs and Symptoms of Abuse

Policy Statement

Worldwide will not condone any form of patient abuse or neglect. To aid in abuse prevention, all employees are to report any signs and symptoms of abuse/neglect to their facility supervisor and/or to the Director of Nursing Services immediately. Subsequent to that conversation(s), they are to notify Worldwide's Clinical Director within two (2) hours of the end of the shift in which the incident occurred.

Policy Interpretation and Implementation

1. The following are some examples of possible/actual abuse/neglect and signs and symptoms of abuse/neglect that should be immediately reported. However, this listing is not all-inclusive. Other signs and symptoms or actual abuse/neglect may be apparent. <u>When in doubt, report it.</u>
    a. Possible Signs of Actual Physical Abuse:
        i. Welts or bruises;
        ii. Abrasions or lacerations;
        iii. Fractures, dislocations, or sprains of questionable origin;
        iv. Black eyes or broken teeth;
        v. Improper use of restraints;
        vi. Excessive exposure to heat or cold;
        vii. Involuntary seclusion; and/or
        viii. Multiple burns or human bites.
    b. Possible Signs of Actual Neglect:
        i. Malnutrition and dehydration (unexplained weight loss);
        ii. Poor hygiene;
        iii. Inappropriate clothing (soiled, tattered, poor fitting, lacking, inappropriate for season);
        iv. Decayed teeth;
        v. Improper use/administration of medication;
        vi. Inadequate provision of care;
        vii. Caregiver indifference to patient's personal care and needs;
        viii. Failure to provide privacy; and/or
        ix. Leaving someone unattended who needs supervision.
    c. Possible Signs/Symptoms of Mental/Verbal Abuse:
        i. Patient clings to abuser/caregiver;
        ii. Paranoia;
        iii. Depression;
        iv. New or increasing confusion or disorientation;
        v. Withdrawal;
        vi. Inconsistent injury explanation;
        vii. New or more frequent expressions of low self-esteem or self-worth;
        viii. Anger;
        ix. Suicidal ideation; and/or
        x. Humiliation/demeaned.

d. Possible Signs of Sexual Abuse:
    i. Unexplained sexually transmitted diseases;
    ii. Bruising in genital area, inside thighs, chest, mouth, and abdomen;
    iii. Bite marks;
    iv. Sleep Disturbances;
    v. Recent resistance with certain kinds of caregiving such as bathing;
    vi. Avoidance or fear of specific people.

e. Possible Signs of Misappropriation:
    i. Money or item(s) are missing;
    ii. Lack of amenities that patient can afford.

f. Unexplained Injuries

    i. Should a patient be observed with unexplained injuries (including bruises, abrasions, and injuries of unknown source), the Nurse Supervisor on duty must be immediately notified, as well as Worldwide's Clinical Director.

    ii. "Injury of unknown source" is defined as an injury that meets both of the following conditions:

        a. The source of the injury was not observed by any person or the source of the injury could not be explained by the patient; and

        b. The injury is suspicious because of:

            i. The extent of the injury; or

            ii. The location of the injury (e.g., the injury is located in an area not generally vulnerable to trauma); or

            iii. The number of injuries observed at one particular point in time; or

            iv. The incidence of injuries over time.

Reporting Abuse

Policy Statement

It is the responsibility of Worldwide employees to immediately report any incident or suspected incident of neglect or patient abuse, including injuries of unknown source, and theft or misappropriation of patient property, to their facility supervisor and Worldwide's Clinical Director.

Policy Interpretation and Implementation

1. All Worldwide employees must report incidents of patient abuse or suspected incidents of abuse. Such reports may be made without fear of retaliation.
2. Worldwide employees must immediately report any observed or suspected abuse or incidents of abuse to their Nursing Supervisor and Worldwide's Clinical Director.

   The following information should be reported:

a. The name(s) of the patient(s) to which the abuse or suspected abuse occurred;
b. The date and time that the incident occurred;
c. Where the incident took place;
d. The name(s) of the person(s) allegedly committing the incident, if known;
e. The name(s) of any witnesses to the incident;
f. The type of abuse that was committed (i.e., verbal, physical, sexual, neglect, etc.); and
g. Any other information that may be requested by management.

3. Any Worldwide employee who has witnessed or who believes that a patient has been a victim of mistreatment, abuse, neglect, or any other criminal offense shall immediately report, or cause a report to be made of, the mistreatment or offense. Failure to report such an incident may result in disciplinary action and possible immediate termination.
4. Worldwide employees shall not knowingly:
    a. Attempt, with or without threats or promises of benefit, to induce another to fail to report an incident of mistreatment or other offenses;
    b. Fail to report an incident of mistreatment or other offense;
    c. Alter, change without authorization, destroy, or render unavailable a report made by another; and/or
    d. Screen reports or withhold information to reporting agencies.
5. The Nursing Supervisor and Worldwide's Clinical Director must be immediately notified of suspected abuse or incidents of abuse. If such incidents occur or are discovered after hours, Worldwide's Clinical Director must be phoned and informed of such incident.
6. When an incident of patient abuse is suspected or confirmed, the incident must be immediately reported to the Nursing Supervisor and Worldwide's Clinical Director regardless of the time lapse since the incident occurred. Reporting procedures should be followed as outlined in this policy.

Patient to Patient Altercations

Policy Statement

All altercations, including those that may represent patient-to-patient abuse, shall be reported to the Nursing Supervisor and Worldwide's Clinical Director.

Policy Interpretation and Implementation

1. Worldwide employees will monitor patients for aggressive/inappropriate behavior towards other patients, family members, visitors, or to the staff. Occurrences of such incidents shall be promptly reported to the Nurse Supervisor and Worldwide's Clinical Director.
2. If two patients are involved in an altercation, worldwide employees shall:
    a. Institute measures to calm the situation;
    b. Identify what happened, including what might have led to aggressive conduct on the part of one or more of the individuals involved in the altercation;

c. Thoroughly assess each patient for possible injury;

d. Notify each patient's representative, Attending Physician, Administrator or designee of the incident;

e. Assign or assist staff as needed to observe the patient until no other aggressive behaviors are exhibited, risk factors are analyzed, care planned and both patients have calmed;

f. Make any necessary changes in the care plan approaches to any or all of the involved individuals;

g. Document the incident, findings, and any corrective measures taken and the effectiveness in the patient's medical/clinical record.

Reporting any Reasonable Suspicion of a Crime, Individual Interview Form

Interviews Related to a Report of Reasonable Suspicion of a Crime Against a Patient or Client of the Facility

Date of Interview: _____

Location of Interview: _____

Name of Person Interviewed: _____

Facts and circumstances related to the suspected crime against a patient or client of the facility, as reported by the Reporting Individual or other interviewee. (This section should be limited to the personal observations, which may be from the interviewee's own observations of the suspected wrongful acts or omissions or may be from information received by the interviewee about the event from a person who reported having observed the suspected wrongful acts or omissions):

(Use additional blank paper if necessary to complete the above section)

By signing below, I affirm that the above-statements accurately describe my observations and statements of the subject event and further I have been informed by my employer that this event may be filed with the appropriate governmental officials and local law enforcement to the extent required by applicable law, including but not limited to the Elder Justice Act of 2009.

Signature of Interviewee: _____

Date of Signature: _____

Name of Manager on Duty or Designee Who Conducted the Above Interview:

_____
(Print name and title)

Signed: _____

Reporting any Reasonable Suspicion of a Crime, Investigative Report

Investigative Report of Manager on Duty of a Reasonable Suspicion of Crime Against Patient or Client of Facility

a) The name and address of the victim, or any other person responsible for the victim's care:

b) The Date of Birth (DOB) or Age (if DOB unknown) of the victim:

_____

c) The nature and extent of the Abuse, Neglect, Exploitation, or other wrongful action, including the type of offense and nature of any injury if present, as well as any evidence of previous Abuse, Neglect, Exploitation, or wrongful action against the victim:

d) The identity of the perpetrator, if known: _____

e) The identity of the Reporting Individual, if known: _____

f) Any other information that might be helpful to determining the existence or cause of Abuse, Neglect, Exploitation, or other Crime:

g) Attach copies of each interview (Exhibit A) completed in connection with this investigation.

h) Conclusion: My investigation of the report of a Reasonable Suspicion of a Crime constitutes a Reportable Event: **yes** or **no**.

i) Did the Reportable Event result in Serious Body Injury to the victim? **yes** or **no**

If "yes," report the Reasonable Suspicion of a Crime to at least one law enforcement agency **within 2 hours**. If "no," report the Reasonable Suspicion of a Crime to at least one law enforcement agency within 24 hours.

j) Did Reporting Individual(s) consent to a report being made on his or her behalf? **yes** or **no**

k) Did Reporting individual(s) consent to a disclosure of his or her identity during a report of the Reportable Incident to external authorities? **yes** or **no**

If Reporting Individual did not consent to a voluntary disclosure of his or her identity, redact such identifying information from this investigative report before forwarding it on to external authorities.

Name of Law Enforcement Agency to Whom Report was made (*If and only if applicable):

_____

Date and Time of Report to Law Enforcement Agency: _____

Manager on Duty (or Designee) who made the above external reports:

_____

Manager on Duty (or Designee) Who Completed This Investigative Report:

_____

Signed:_____

Date: _____

Appendix H – Official Request for an Additional Job Assignment

Official Request for an Additional Job Assignment

I_____ am aware that my job assignment at _____ has ended. I acknowledge and understand that all staff are required to affirmatively request an additional job assignment within fourteen (14) days of completing or ending a job assignment. I understand that failure to affirmatively request an additional job assignment, or refusing an additional suitable job assignment, will be considered a voluntary resignation from Worldwide Travel Staffing, and potential unemployment benefits may be affected.

As required, I confirm that I have:

1. Submitted a new Worldwide application for employment.
2. Updated my work history.

I am officially requesting to be informed of additional job assignments with Worldwide Travel Staffing.

- I wish to be considered for a potential return to work on (date): _____
- I prefer to consider an assignment in the following locations: _____
- Are you available and willing to work any assigned shift? Yes_____ No_____

Name: _____

Signature: _____

Date: _____

Once you electronically submit the Official Request for an Additional Job Assignment form, copies of the completed form will be automatically transmitted to Worldwide's Clinical Director, Leo Blatz, R.N., M.S.N., and to Worldwide's Chief Operating Officer, Joseph Giaimo. Worldwide utilizes Adobe Acrobat Sign software to process electronic signatures, including timestamped verifications. Either Mr. Blatz or Mr. Giaimo will ensure you are promptly contacted by a recruiter for immediate submission and to acknowledge receipt of your request.

Adobe Acrobat Sign software will also email you a copy of your completed form at the same time it is transmitted to Worldwide. This copy will serve as your receipt. Please save a copy of the completed form for your records.

Official Request for an Additional Job Assignment Electronic Form

Appendix I – Official Request for Per Diem Availability

Official Request for Per Diem Availability

I_____ am aware that I currently have had an unauthorized absence of seven (7) days. I acknowledge and understand that all staff are required to affirmatively provide their per diem availability within fourteen (14) days of their last shift worked by completing this form. I understand that failure to affirmatively provide per diem availability is considered a voluntary resignation from Worldwide Travel Staffing and may affect unemployment benefit eligibility.

I am available to work the following days:

_____

_____

_____

I am available to work any assigned shift: Yes_____ No_____

Name: _____

Signature: _____

Date: _____

Once you electronically submit the Official Request for Per Diem Availability form, copies of the completed form will be automatically transmitted to Worldwide's Clinical Director, Leo Blatz, R.N., M.S.N., and to Worldwide's Chief Operating Officer, Joseph Giaimo. Either Mr. Blatz or Mr. Giaimo will ensure you are promptly contacted by a recruiter for immediate submission and to acknowledge receipt of your request. A copy of your completed form will also be sent to you via email to serve as your receipt. Please save a copy of the completed form for your records.

Official Request for Per Diem Availability Electronic Form

Appendix J – Official Request for Reactivation

Official Request for Reactivation

I_____ acknowledge that I am currently designated as having Inactive Status with Worldwide Travel Staffing, Limited ("Worldwide"). I am formally requesting reactivation and reapplication for a position with Worldwide.

As required, I confirm that I have:

1. Submitted a new Worldwide application for employment.
2. Updated my work history.

Availability

I am available to begin employment on: _____

I am available to work any assigned shift: Yes_____ No_____

Name: _____

Signature: _____

Date: _____

Form Submission Process

Upon electronic submission of this Official Request for Reactivation Form, copies will automatically be sent to Worldwide's Clinical Director, Leo Blatz, R.N., M.S.N., and to Worldwide's Chief Operating Officer, Joseph Giaimo. One of these individuals will ensure that a recruiter contacts you promptly to proceed with the next steps and to confirm receipt of your request. A copy of your completed form will also be emailed to you as confirmation. Please retain this copy for your records.

Official Request for Reactivation Form

Appendix K – Hostile Work Environment Policy

Purpose

Worldwide Travel Staffing, Limited is committed to maintain workplaces free from harassment, discrimination, and abusive conduct. This policy outlines our standards for a respectful workplace and procedures for addressing complaints of hostile work environment as defined by state and federal law.

Definition of Hostile Work Environment

A hostile work environment can be present when discriminatory or harassing conduct based on protected characteristics becomes so severe or pervasive that it disrupts an employee's work performance. A hostile work environment is often characterized by intimidating, offensive, or abusive behavior that makes it hard or impossible to do their job well. Federal and New York State law recognizes a hostile work environment as a form of illegal discrimination. To qualify as hostile, the harassing, discriminatory, or abusive conduct must be connected to a legally protected characteristic, including, but not limited to, race, gender, age, religion, or disability. General unpleasant behavior or personality conflicts are not usually considered to equate to a hostile work environment.

Common Examples of Hostile Work Environment Cases

- Sexual Harassment
- Discriminatory jokes, slurs, or name-calling
- Display of offensive objects, images, or materials targeting protected groups
- Intimidation, mockery, or insults targeting protected groups.
- Unwanted physical touching or inappropriate contact
- Deliberate Interference with work performance based on protected characteristics.

Bystander Rights

Laws recognize that those who are not the direct target of hostile actions can be affected by a hostile work environment. For example, an employee who observes severe gender discrimination against others may have their job performance negatively affected by the conduct. As such, Worldwide encourages reporting of all acts of harassment and discrimination whether the reporting employee is or is not the target of the alleged conduct.

Reporting and Investigation

If you are subjected to any conduct that you believe violates this policy, you must promptly speak to, write, or otherwise contact your direct supervisor, your designated Human Resources representative, and the Chief Executive Officer, Leo Blatz, as soon as possible following the offending conduct. The Chief Executive Officer, Leo Blatz, will ensure that a prompt investigation is conducted. The reporting individual must also comply with any client facility's reporting procedure.

Reports of a hostile work environment may be made verbally or in writing. Chief Executive Officer, Leo Blatz, can be reached by phone at 866-633-3700. A form for submission of a written complaint is attached to this Policy. This form may be submitted via email or may be completed and submitted electronically by visiting the following link: Report of Hostile Work Environment. The form is also available for download or submission by visiting www.worldwidetravelstaffing.com. All employees are encouraged to use this complaint form. Employees who are reporting

Your complaint should be as detailed as possible, including the names of all individuals involved and any witnesses. Worldwide will directly and thoroughly investigate the facts and circumstances of all claims of perceived discrimination and will take prompt corrective action, if appropriate.

Additionally, any manager or supervisor who observes discriminatory conduct must report the conduct to the Chief Executive Officer, Leo Blatz, so that an investigation can be made, and corrective action taken, if appropriate.

All complaints or information about a hostile work environment will be promptly reviewed and investigated by Chief Executive Office, Leo Blatz, whether that information was reported in verbal or written form. Investigations will be conducted in a timely manner and will be confidential to the extent possible.

An investigation of any complaint, information or knowledge of a suspected hostile work environment will be prompt and thorough, commenced immediately and completed as soon as possible. The investigation will be kept confidential to the extent possible. All persons involved, including complainants, witnesses and alleged acting parties will be accorded due process, as outlined below, to protect their rights to a fair and impartial investigation.

Any employee may be required to cooperate as needed in an investigation of a suspected hostile work environment. Worldwide will not tolerate retaliation against employees who file complaints, support another's complaint or participate in an investigation regarding a violation of this policy. While the process may vary from case to case, investigations should be done in accordance with the following steps:

- Upon receipt of complaint, the Chief Executive Officer, Leo Blatz will conduct an immediate review of the allegations, and take any interim actions (e.g., instructing the respondent to refrain from communications with the complainant), as appropriate. If complaint is verbal, encourage the individual to complete the "Complaint Form" in writing. If he or she refuses, prepare a Complaint Form based on the verbal reporting.
- If documents, emails, or phone records are relevant to the investigation, take steps to obtain and preserve them.
- Request and review all relevant documents, including all electronic communications.
- Interview all parties involved, including any relevant witnesses.

- Create a written documentation of the investigation (such as a letter, memo, or email), which contains the following:
    - A list of all documents reviewed, along with a detailed summary of relevant documents.
    - A list of names of those interviewed, along with a detailed summary of their statements.
    - A timeline of events.
    - A summary of prior relevant incidents, reported or unreported; and
    - The basis for the decision and final resolution of the complaint, together with any corrective action(s).
- Keep the written documentation and associated documents in a secure and confidential location.
- Promptly notify the individual who reported and the individual(s) about whom the complaint was made of the final determination and implement any corrective actions identified in the written document.

If you experience acts that potentially create a hostile work environment, please immediately review, and follow the reporting procedures outlined in Worldwide's Sexual Harassment Policy and Procedure and Anti-Discrimination and Equal Employment Opportunity Policy. Worldwide encourages reporting employees to report all behaviors that may violate one or more of Worldwide's Policy.

No Retaliation

No one will be subject to, and Worldwide prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of any kind, pursuing any claim, or cooperating in related investigations.

Worldwide is committed to enforcing this policy against all forms of discrimination, harassment, and abusive behavior. However, the effectiveness of our efforts depends largely on employees telling us about inappropriate workplace conduct. If employees feel that they or someone else may have been subjected to conduct that violates this policy, they should report it immediately. If employees do not report, Worldwide may not become aware of a possible violation of this policy and may not be able to take appropriate corrective action.

Violations of this Policy

Any employee, regardless of position or title, whom the Chief Executive Officer, Leo Blatz, determines has subjected an individual to retaliation in violation of this policy will be subject to discipline, up to and including termination of employment.

Administration of this Policy

The Chief Executive Officer, Leo Blatz, is responsible for the administration of this policy. If you have any questions regarding this policy or questions about discrimination, accommodations, or retaliation that are not addressed in this policy, please contact Leo Blatz.

Report of a Hostile Work Environment

To report a hostile work environment, please complete this form and submit a copy to Leo R. Blatz, Chief Executive Officer. You will not be retaliated against for filing a complaint.

COMPLAINANT INFORMATION

Name:_____Job Title: _____

Phone: _____Email: _____

Work Address: _____

Preferred Communication Method: □ Email □ Phone □ In Person

SUPERVISORY INFORMATION

Supervisor's Name: _____Title: _____

Phone: _____Email: _____

Work Address: _____

COMPLAINT

Date and Time of Incident(s): _____

Location of Incident(s): _____

Is the hostile work environment continuing? □ Yes □ No

Individuals Involved and Witnesses

Please list the name and contact information of any individuals involved and any witnesses who may have information related to your complaint:

Description of Incident

Provide a detailed account of the incident, including actions, words, gestures, and the impact on you and/or the targeted individual. Be sure to include any negative impacts the conduct had/has on your work performance.

Actions Taken

Have you reported this incident to anyone else? □ Yes □ No
If yes, please provide details:

What steps, if any, have you taken to address this incident?

Please utilize the area below or attach supplemental pages if more space is needed to complete this form:	
Signature:	Date:

Appendix L - No Lunch Emergency Correction Form

Employee Name: _____ Title:_____

Pay Period: Sunday _____ to Saturday _____
(Fill in Date) *(Fill in Date)*

If you are seeking to report that you **DID NOT** take lunch during one or more shift due to an emergency, please:

1) Indicate the date(s) for which you **DID NOT** take lunch in **Column 3.**
2) Print the name of the Authorized Supervisor who instructed you to work through lunch in **Column 4**.
3) Sign and fill out dates at the bottom and **return to your supervisor** for approval.

If you are seeking a Time Clock Correction, please use the "Time Clock" Correction form.

IMPORTANT:	Day	Date	PRINT NAME of Authorized Supervisor
[1]	[2]	[3]	[4]
ONLY COMPLETE FOR DAY(S) IN WHICH YOU WORKED AND WERE INSTRUCTED TO WORK THROUGH LUNCH	Sunday		I was directed to work through lunch by:
	Monday		I was directed to work through lunch by:
	Tuesday		I was directed to work through lunch by:
	Wednesday		I was directed to work through lunch by:
	Thursday		I was directed to work through lunch by:
	Friday		I was directed to work through lunch by:
	Saturday		I was directed to work through lunch by:

Notes:

_____

_____

Employee Request: I certify that the above corrections accurately represent my hours worked through the pay period of Sunday _____ to Saturday _____
(Fill in Date) *(Fill in Date)*

Employee Signature: _____ Date: _____

Supervisor Approval: I approve these corrections for payroll and billing purposes.

Supervisor Signature: _____ Date: _____

Appendix M - Gender-Based Violence and the Workplace Policy

Purpose and Goals

Gender-based violence occurs within a broad spectrum of relationships; therefore, Worldwide Travel Staffing, Limited ("Worldwide") will take appropriate measures to prevent and/or address gender-based violence as it impacts the workplace. Worldwide recognizes the rights of victims to have self-determination and the need to respond in a survivor-centered, trauma-informed, and culturally responsive manner. This policy shall apply to all victims of gender-based violence, regardless of where the incidents took place.

The importance of a responsive gender-based violence workplace policy cannot be overstated. Studies show stable employment increases survivor safety. It can offer survivors a "level of independence that lessens an abuser's ability to control them as well as increase their ability to escape violence."[3] The Centers for Disease Control and Prevention estimates intimate partner violence, a form of gender-based violence, has a lifetime cost of $1.3 trillion in lost productivity for both offenders and victims.[4]

Worldwide, to the fullest extent possible, without violating any existing rules, regulations, statutory requirements[5], contractual obligations, or collective bargaining agreements, designates and directs appropriate management, supervisory, and/or human resources staff to implement the following Gender-Based Violence and the Workplace Policy covering the following areas:

I. Definitions;
II. Persons Covered by the Policy;
III. Statement of Confidentiality;
IV. Survivor Rights;
V. Employer Responsibilities;
VI. Non-Discrimination and Responsive Personnel Policies;
VII. Non-Retaliation Policy;
VIII. Workplace Safety Plans;
IX. Accountability for Employees who Perpetrate Acts of Gender-Based Violence;
X. Training;
XI. Firearms (for applicable organizations);
XII. Violations of Policy.

[3] Sanders, C. K. (2015). Economic Abuse in the Lives of Women Abused by an Intimate Partner: A Qualitative Study. Violence Against Women, 21(1), 3-29. https://doi.org/10.1177/1077801214564167 (Original work published 2015)

[4] Peterson, Cora, et al (2018). Lifetime Economic Burden of Intimate Partner Violence Among U.S. Adults. American Journal of Preventive Medicine, 55(4), 433-444. doi:10.1016/j.amepre.2018.04.049.

[5] When gender-based violence constitutes sexual harassment, New York State Labor Law § 201-g and New York State Human Rights Law § 296 supersedes this policy. For more information on sexual harassment and New York State requirements, please visit the New York State Combatting Sexual Harassment in the Workplace website

I. **Definitions**

Unless otherwise noted, OPDV defines the terms below for the purposes of this policy:

a. **Gender-Based Violence:** Violence or threats that happen because of someone's sex, gender, sexual orientation, gender identity or expression, or other related characteristics. Gender-based violence is an umbrella term that includes domestic violence, sex-based discrimination, sexual harassment, sexual assault, and sexual violence, and can also include stalking or human trafficking.

b. **Domestic Violence:** A pattern of coercive behavior, including acts or threatened acts, used by a perpetrator to gain power and control over a victim, as defined in New York State Social Service Law § 459-a, including, but not limited to physical, sexual, psychological, economic, and/or emotional abuse; or the threat of any of the acts as mentioned earlier. Domestic violence includes but is not limited to family violence, intimate partner violence, dating violence, or dating abuse.

c. **Sexual Violence:** Sexual acts or activities that happen or are attempted without consent, including rape, molestation, groping, harassment, and sexual abuse. These acts may or may not be crimes.

d. **Stalking:** An unwanted pattern of repeated harassing or threatening behavior, causing fear, substantial emotional distress, or safety concerns for the victim.

e. **Coercive Control:** An act or pattern of acts, threats, humiliation, and intimidation that is used to harm, punish, or frighten.

f. **Sexual Harassment:** Sexual Harassment is a type of gender-based violence. New York State law provides special protections against sexual harassment in the workplace. Under New York State Human Rights Law § 296 and Labor Law § 201-g, sexual harassment is defined as unwelcome conduct which is either of a sexual nature, or which is directed at an individual because of that individual's sex, and:

   i. unreasonably interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment; or

   ii. made, explicitly or implicitly, a term or condition of employment; or

   iii. when submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual's employment.

Anyone who experiences sexual harassment in the workplace can report it to the New York State Division of Human Rights. If the conduct is covered by the New York State Human Rights Law, a formal complaint can be filed, and the Division of Human Rights will investigate. If violations of the Human Rights Law are found, the Division can order a wide variety of remedies ranging from financial compensation to changes in an employer's policies.

g. **Survivor-Centered:** An approach to supporting and assisting survivors focused on meeting their needs as they prioritize and define them. Key elements of a survivor-centered approach include confidentiality, safety, respect, and non-discrimination.

h. **Trauma-Informed:** An approach to supporting and assisting survivors that realizes trauma is common, recognizes the signs, activators, and symptoms of trauma, and uses this knowledge to inform practices, policies, and procedures.

i. **Culturally Responsive:** A holistic approach to supporting and assisting survivors that recognizes a person's complex identities and cultural values, by responding to differences in identities to actively meet the needs of all survivors and communities.

j. **Victim of Domestic Violence – pursuant to NYS Social Services Law § 459-a (1):** Any person over the age of sixteen, any married person, or any parent accompanied by his or her[6] minor child or children in situations in which such person or such person's child is a victim of an act which would constitute a violation of the penal law, including, but not limited to, acts constituting disorderly conduct, harassment, aggravated harassment, sexual misconduct, forcible touching, sexual abuse, stalking,

[6] New York State recognizes and affirms the diversity of New Yorkers. LGBTQIA+ people are covered under this definition provided they meet the criteria set forth.

criminal mischief, menacing, reckless endangerment, kidnapping, assault, attempted assault, attempted murder, criminal obstruction of breathing or blood circulation, or strangulation, identity theft, grand larceny, or coercion; and

i. Such act or acts have resulted in actual physical or emotional injury or have created a substantial risk of physical or emotional harm to such person or such person's child; and
ii. Such act or acts are or are alleged to have been committed by a family or household member.

k. **"Family or household members" means the following individuals pursuant to NYS Social Services Law § 459-a (2):**
   i. persons related by consanguinity or affinity (blood or a person's relation to blood relatives of their spouse);
   ii. persons legally married to one another;
   iii. persons formerly married to one another, regardless of whether they still reside in the same household;
   iv. persons who have a child in common, regardless of whether such persons are married or have married, or have lived together at any time;
   v. unrelated persons who are continually or at regular intervals living in the same household or who in the past continually or at regular intervals lived in the same household;
   vi. persons who are not related by consanguinity or affinity and who are or have been in an intimate relationship, regardless of whether such persons have lived together at any time. Factors that may be considered in determining whether a relationship is an "intimate relationship" include, but are not limited to: the nature or type of relationship, regardless of whether the relationship is sexual in nature; the frequency of interaction between the persons; and the duration of the relationship. Neither a casual acquaintance nor ordinary fraternization between two individuals in business or social contexts shall be deemed to constitute an "intimate relationship"; or
   vii. any other category of individuals deemed to be a victim of domestic violence as defined by the Office of Children and Family Services in regulation.

l. **"Parent" pursuant to NYS Social Services Law § 459-a (2):** means a natural or adoptive parent or any individual lawfully charged with a minor child's care or custody.

m. **Victim or Survivor:** A person who has experienced or is experiencing any form of gender-based violence. People of all genders, sexual orientations, and gender identities may experience gender-based violence, but women and girls are impacted the most. Some people will have a strong preference for which term to use.

n. **Perpetrator or Abusive Partner or Person who Causes Harm:** A person who commits or threatens to commit coercive or violent acts, which may include, but is not limited to, physical, psychological, sexual, economic, and/or emotional abuse against a victim.

o. **Order of Protection (OP) ("Restraining Order" or "Stay-Away Order"):** An order issued by any court to limit the behavior of someone who harms or threatens to harm another person. Orders of Protection may direct the offending party not to injure, threaten, or harass the victim, their family, or any other person(s) identified and may include, but are not limited to ordering the person causing harm to stay away from the home, school, business, or place of employment of the victim; vacate a shared residence; abide by any active orders of custody and visitation; and surrender any firearms.

p. **Workplace:** For the purposes of this policy, any permanent or temporary location away from an employee's domicile where an employee performs any work-related duty in the course of employment.

q. **Human Resources:** The department of a business or organization responsible for workforce management. If no such department exists, the responsibilities of Human Resources fall on the employer.

r. **Gender-Based Violence Liaison (GBVL):** Where possible, a designated employee(s) of the business or organization who assists victimized employees with referrals to local service providers. The GBVL may or may not be a Human Resources employee.

s. **Local Service Providers:** An organization in a given geographical area whose mission is to provide services to victims of gender-based violence. In New York State, each county has a designated service provider(s) for domestic violence and sexual violence. Services can include emergency shelter, advocacy, accompaniment to hospitals and court, safety planning, counseling, etc. Visit opdv.ny.gov for a list of New York State-based domestic and sexual violence service providers.

II. **Persons covered by this policy**

This policy shall extend to all full, part-time, temporary employees, volunteers, and interns working for Worldwide in any official work capacity. Whenever possible, this policy also covers consultants, contractors, and other on-site providers.

III. **Statement of Confidentiality**

Worldwide recognizes and respects the employee's right to privacy and confidentiality. All information, including details an employee shares about being a victim, shall be kept confidential to the extent permitted by law without the employee's written permission, unless doing so creates a substantial risk of imminent danger to the victimized employee, other employees, or the worksite. If such a situation arises, Worldwide will:

a. Inform the victimized employee of the actions Worldwide will take.
b. Share information only with the specific employees who need to know.
c. Limit the information shared to only what is necessary.
d. Consider requiring employees who receive this sensitive information to sign a confidentiality agreement, committing to use it only for its intended safety purpose.

IV. Survivor Rights

Victims of domestic violence are a protected class under New York State Human Rights Law § 296, which applies to settings like employment, housing, education, and public accommodations. Every employer in the State of New York is required to follow the New York State Human Rights Law. This means it is unlawful to discriminate against an employee based on their status as a victim of domestic violence.

a. Employees have the right to:
    i. Disclose or not disclose experiences or details of gender-based violence.
    ii. Ask for reasonable accommodations to address concerns related to gender-based violence.
    iii. Be free of discrimination and retaliation in seeking such accommodation.
    iv. Access gender-based violence services.
b. Employers may require an employee to provide documentation, such as an attestation, to substantiate their need for an accommodation or to use sick or safe leave.

V. Employer Responsibilities

a. Worldwide shall implement the Gender-Based Violence and the Workplace policy and, where possible, designate the Human Resources department or appropriate staff personnel to perform duties associated with implementing the policy. Where possible, Worldwide will designate at least one employee as its Gender-Based Violence Liaison ("GBVL").
    i. The GBVL is a designated employee who assists victimized employees with referrals to local service providers. The GBVL may or may not be a Human Resources employee.
b. Increase awareness around gender-based violence and create an informed workforce by posting information in such places where employees can utilize the information without having to request it or be seen removing it (i.e., organization intranet, employee newsletters, restrooms, kitchen and lounge, and any other frequently used areas). The information should include:
    i. Employee Assistance Program (EAP) information, if applicable,
    ii. Human resources staff,

iii. NYS Domestic and Sexual Violence Hotline Number (1-800-942-6906), Chat and Text Line (1-844-997-2121), and
iv. Contact information for local gender-based violence programs.

c. Ensure victimized employees know and understand this policy and their rights, including all possible options available to them, and are aware of accommodations outlined in section VI of this policy, such as the use of alternative scheduling or a change in work location, and assisting the employee in identifying the best use of attendance and leave benefits.
d. Offer support to those victimized through the following minimum steps:
   i. Provide information on available sources of services and assistance for victims and survivors, such as the New York State Domestic and Sexual Violence Hotline or local victim services provider.
   ii. Educate employees on disciplinary practices that may be implemented in the event of retaliation for reporting or used with employees who commit acts of gender-based violence. Assist supervisors to ensure that all employees who knowingly violate this policy are held accountable.
   iii. Include this policy as part of the written materials provided to all new employees and provide the policy to all employees on an annual basis.
   iv. Provide a detailed explanation of employees' rights under this policy during new employee orientation, including information about anti-discrimination protections for victims of domestic violence under the New York State Human Rights Law.
   v. Provide confidential support services, such as safety planning, and refer anyone who discloses they are a victim to the EAP, if applicable, the NYS Domestic and Sexual Violence Hotline (or the statewide hotline for workplace sexual harassment, if appropriate), and any local programs serving victims of domestic and sexual violence. Additional referrals may be made to the appropriate resources to meet the employee's needs best.
   vi. Consider conducting programs and activities throughout the year to increase awareness about gender-based violence, such as supply drives for local domestic and gender-based violence programs, brown bag lunch discussions, and/or presentations by local gender-based violence programs.
e. Human Resources (and/or GBVLs)
   Worldwide Human Resources staff[7] must create a safe and supportive workplace culture for anyone who has experienced gender-based violence. They can do this by communicating that information and resources are available to victims and that abusive behavior by any employee will not be tolerated.
f. Supervisors
   Worldwide Supervisors shall ensure that any employee who discloses being a victim of gender-based violence is aware of and understands this policy and their rights, including the right to request accommodations or time off as discussed below. Additionally, supervisors shall refer employees to the Human Resources department and/or GBVL to receive referrals and resources as outlined above.

VI. Non-Discrimination and Responsive Personnel Policies

All Worldwide policies and procedures must not discriminate and should be trauma-informed, survivor-centered, and culturally responsive to victims' needs. Under the New York State Human Rights Law, all persons are protected from discrimination in the workplace on the basis of their status as a victim of domestic violence, and on the basis of sex, sexual orientation, gender identity, and gender expression. If such discrimination occurs, the employee can report it to the New York State Division of Human Rights for

[7] If no such department exists, the responsibilities of Human Resources fall on the employer.

potential investigation and remediation. Responsive personnel policies can increase the stability of gender-based violence survivors and help them navigate safety.

a. Victims of domestic violence are a protected class under New York State Human Rights Law (Executive Law § 296(22)) and as such;
    i. Employers may not refuse to hire or license and may not terminate someone solely based on their status as a victim of domestic violence.
    ii. Employers may not discriminate against victims of domestic violence in compensation, terms, conditions, or privileges of employment.
    iii. Employers may not inquire about an applicant or employee's status as a current or past victim of domestic violence in any way that directly or indirectly expresses discriminatory treatment based on that status.
    iv. Employers may inquire about status as a victim of domestic violence to provide reasonable accommodations.
    v. Employers may not refuse to provide certain reasonable accommodations to an employee who is known by the employer to be a victim of domestic violence and who needs such accommodation to seek medical care and/or obtain certain services connected to an incident or incidents of domestic violence.
    vi. Employers are prohibited from retaliating against an employee for opposing unlawful discrimination and/or filing a formal complaint over alleged discriminatory conduct.
b. **Use of Safe Leave:** Under New York State Labor Law, employers in New York must allow any employee who has disclosed their status as a victim of gender-based violence (or disclosed that a family member is a victim of gender-based violence) and must be out of work for a reasonable time to use accrued sick leave[8], known as safe leave, for the purposes as outlined in Labor Law § 196-b(4).
c. **Leave Options:** Employees can choose to use appropriate leave accruals to cover any absences, if available. If the employee does not have adequate leave accruals to cover the absence or chooses not to charge leave accruals, the absence shall be treated as leave without pay.
d. **Continuation of Benefits:** Any employee who must be absent from work to utilize accommodations in this section is entitled to the continuation of any health insurance coverage provided by the employer to which the employee is otherwise entitled during any such absence, in accordance with any existing collective bargaining agreements, regulations, and organization policy.
e. **Notice of Absence:** Employees who must be absent to utilize accommodations as listed in this section shall provide their employer with reasonable advanced notice of the absence when possible.
f. **Time Off for Legal Proceedings**: Employers are also required to grant time off, with prior day notification, and may not penalize any employee who, as a victim or witness of a criminal offense, is appearing as a witness; consulting with a district attorney; or exercising their rights as provided by law.[9]
g. **Privacy and Documentation:** There may be occurrences when an employee is absent due to incidents of gender-based violence where they are unable to follow organizational protocol to report the absence. In that situation, the employee may lack documentation, may be unable to obtain documentation, or may not want to share documentation containing confidential information. Under New York State Labor Law, an employer may not require the disclosure of confidential information relating to an absence from work due to domestic violence, a sexual offense, stalking, or human trafficking, as a condition of providing sick or safe leave.
h. **Changes to Benefits:** Employees who are victims of gender-based violence who separate from a covered family member due to incidents of gender-based violence shall be allowed to make reasonable changes

[8] Labor Law § 196-b(4).

[9] Penal Law § 215.14

in benefits at any time during the calendar year, where possible and in accordance with statute, regulation, contract, and policy.

i. **Work Performance Impact:** Worldwide recognizes that victims of domestic and gender-based violence may experience temporary work performance difficulties or be unable to complete certain job aspects because of safety reasons. (Examples include overnight travel, "off" hour shifts, etc.).
    i. If performance is affected as a result of being a victim of gender-based violence, Worldwide will work with the employee on solutions which may include specific work plans, taking leave, reasonable accommodations, referrals to the GVBVL or HR, EAP, if applicable, and/or the local domestic violence service provider.
        1. Employees should be made aware that not all employees' requests for assistance can be accommodated.
    ii. OPDV is available for case-specific technical assistance as needed. OPDV can be contacted at workplace@opdv.ny.gov.
    iii. Employees will be given clear information on performance expectations, priorities, and performance evaluations.
    iv. If disciplinary action is considered, special care should be taken to consider all aspects of the victimized employee's situation, and all available options in trying to resolve the performance problems should be exhausted, including making a referral to HR, EAP, if applicable, domestic violence program, or other relevant services, consistent with existing collective bargaining unit agreements, statute, regulations, and organization policy.

j. **Termination and Unemployment Eligibility**: If reasonable measures have been exhausted and the work performance issue remains and the employee is terminated or voluntarily separates from employment, the employee shall be informed of their potential eligibility for unemployment insurance, and Worldwide shall respond promptly to any requests for information that may be needed in the claims process. New York State law provides that a victim of domestic violence who voluntarily separates from employment may, under certain circumstances, be eligible for unemployment insurance benefits.[10]

k. **Protection Against Sexual Harassment:** Sex, sexual orientation, gender identity, gender expression, and status as a victim of domestic violence are all protected classes under the New York State Human Rights Law. Sexual harassment is a form of sex discrimination and is also prohibited under the New York State Human Rights Law § 296 and Title VII, the Federal Civil Rights Act of 1964. Sexual harassment includes harassment based on sex, sexual orientation, self-identified or perceived sex, gender expression, gender identity, and the status of being transgender. Gender-based violence may constitute sexual harassment when it subjects an individual to inferior terms, conditions, or privileges of employment.
    i. Every New York State employer must have a policy on sexual harassment prevention, including a procedure for the receipt and investigation of complaints of sexual harassment.

l. **Reporting Discrimination or Harassment:** For all forms of discrimination and harassment, if an employee, including an intern or contractor, experiences sexual harassment or discrimination on the basis of their status as a victim of domestic or other gender-based violence, or observes discrimination in the workplace, the employee may file a complaint with the employer.
    i. Any complaint of potential discrimination, whether verbal or written, must be investigated.
    ii. Managers and supervisors are required to report any complaint that they receive, or any harassment that they observe or become aware of, to [person or office designated].
    iii. Worldwide shall maintain the confidentiality of the complainant to the extent practical.
    iv. Any employee in NYS may file a complaint with the New York State Division of Human Rights.

[10] NYS Labor Law § 593(1)(b)(i)

VII. Non-Retaliation Policy

Worldwide shall not engage in any retaliatory practices against employees who disclose they are a victim of gender-based violence, or any employee seeking accommodations or to exercise their rights under this policy. Worldwide will not retaliate, tolerate retaliation by any superiors, terminate, or discipline any employees for reporting information about alleged incidents of gender-based violence that may have been committed by an employee, including those in management positions. Retaliatory practices may include, but are not limited to:

a. Commencing discipline against victimized employees for actions taken to promote their safety
b. Fewer promotions
c. Inappropriate jokes
d. Comments that communicate bias or minimization
e. Excluding the employee from conversations, etc.
f. Discussing employee's status or experience in open/non-private settings with individuals other than the employee and the related staff (GBVL, HR, etc).

Retaliation may be carried out by anyone, not just the original perpetrator.

Any employee or organization engaging in retaliatory practices may be subject to disciplinary actions. If you believe you have been subject to retaliatory practices, please see Section XIV: Violations of Policy.

Retaliation against any employee who files a complaint of violation of the policy is also prohibited.

VIII. Workplace Safety Plans

Gender-based violence can lead to safety concerns at the workplace. Safety plans are simple but critical steps an employee can take to increase their safety and the safety of coworkers. While not all employee-survivors will need help with safety planning, employers should be prepared to provide referrals to the local service provider and, when feasible, strategize with an employee-survivor if so desired by the victimized employee.

Employers shall have workplace safety response plans in place, including procedures for reporting to supervisors or contacting law enforcement, if necessary, should an event take place in the workplace.

a. **Orders of Protection:** Worldwide shall comply and assist with the enforcement of all known Orders of Protection ("OP").
    i. If requested by the victim or by law enforcement, Worldwide will provide any relevant information regarding an alleged OP violation.
b. **Disclosing an Order of Protection:** If an employee has an active OP, they are encouraged to disclose it to the GBVL or designated staff member at their work site. Employees should not be compelled to disclose an OP or provide a copy, but it may assist the employer in implementing a safety plan. Copies of Orders of Protection will be maintained in a locked, confidential location, separately from the employee's personnel file. In the event of an emergency or if the OP needs to be presented to law enforcement, the liaison, other designated staff member, director of Human Resources, or a member of executive staff/management shall retrieve and present the order.
    i. Employees should notify the liaison in the event of a relevant modification or revocation of the OP.
c. **Developing a Safety Plan:** When requested by the victim, Human Resources staff will work with the employee to develop a plan on how best to increase safety for the victim, other employees, and the workplace. Options may include, but are not limited to:
    i. Providing front desk security or reception staff with a copy of the OP and a photo of the perpetrator;

ii. Allowing the employee to work staggered hours, an "off shift," or move to a different work location, either temporarily or permanently;
iii. Temporary reassignment of certain duties, such as overnight travel;
iv. Reassignment of parking space;
v. Providing employees with an escort for entry and exit from the worksite;

d. If the circumstances indicate a need for Worldwide to take steps to increase safety for the victim, other employees, and the workplace, the organization should follow their internal protocols.

IX. Accountability for Employees who Perpetrate Acts of Gender-Based Violence

Worldwide will hold accountable and shall subject to corrective or disciplinary action any employee who violates this policy, in accordance with existing collective bargaining agreements, applicable statutes, and regulations. The following behaviors are prohibited under the policy:

a. Using the authority of their employment and/or misusing any workplace resources in order to:
i. negatively impact any victim of gender-based violence;
ii. assist a perpetrator in locating a victim;
iii. assist a perpetrator in perpetrating any act of gender-based violence; or
iv. protect a perpetrator from receiving appropriate consequences.
b. Committing acts of gender-based violence from or at the workplace, or from any location conducting official business, except for locations where employees are telecommuting.

Disciplinary actions may include, but are not limited to:

a. Administrative leave;
b. Cease and desist memo;
c. Removing/modifying the chain of supervision pending an official report;
d. Relocation of the employee alleged to have abused to another work site;
e. Surrender of work cell phone, laptop, etc.;
f. Revocation of permanent employment status (reverting to contingent or probationary status);
g. Termination.

X. **Training:**

Gender-based violence can be complex. To effectively respond to employee-survivors' needs in a survivor-centered, trauma-informed, and culturally responsive manner, employees and supervisors are encouraged to attend trainings offered by OPDV or local service providers, but are not required to do so.

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NYS DOMESTIC AND SEXUAL VIOLENCE HOTLINE

800.942.6906

WHEN YOUR HOME ISN'T SAFE

TEXT. CALL. CHAT.

844.997.2121	800.942.6906	OPDV.NY.GOV
TEXT CONFIDENTIALLY WITH A DV/SA ADVOCATE	ACCESS REMOTE COUNSELING THROUGH YOUR LOCAL DV/SA PROGRAM.	CHAT PRIVATELY WITH DV/SA ADVOCATE ON A SECURE WEBSITE

ALL AVAILABLE 24 HOURS/DAY, 7 DAYS/WEEK

FOR YOUR SAFETY

- Call 911 if you are in immediate danger and the police will respond.
- Seek treatment at a hospital emergency department if needed. Hospitals are open and a safe place to go for medical care.
- Add NYS resource info (above) in your cell phone under a fake contact name to avoid suspicion.
- Create a code word for friends and family that will tell them you need help.
- Know the areas in your home with a lock on the door.
- Prepare a go-bag with important documents, medication and extra clothing.
- Tell your family and friends where you will flee if you need to leave urgently.
- Talk with your children about safety so they have a sense of acceptable situations.
- Advocates are available to help you days, evenings and weekends.



opdv.ny.gov

NEW YORK STATE | Office for the Prevention of Domestic Violence | Department of Health | Office of Children and Family Services | Office of Victim Services | Division of Criminal Justice Services

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