



Field Staff Handbook

Table of Contents

Introductory Statement	1
Employee Acknowledgement Form.....	2
Equal Employment Opportunity Policy Statement.....	3
Letter from the Chief Executive Officer	5
Code of Ethics	6
Reasonable Accommodation	7
Tips and Questions.....	8
Nature of Employment	11
Employment Decisions.....	11
Patient Care.....	11
Employee Relations.....	11
Immigration Law Compliance	12
Employment Categories.....	12
Access to Personnel Files	13
Employment Reference Checks	13
Personnel Data Changes	13
Introductory Period.....	14
Employment Applications.....	14
Employment Application Documentation	14
Hiring Procedures.....	15
Orientation and Training.....	15
Employee Evaluation Procedures	15
Position Descriptions	16
Holidays.....	21
Sick Time	21
Worker’s Compensation Insurance	21
Benefits Continuation (COBRA)	22
Timekeeping.....	22
Employment Termination	22
Restrictive Covenant	23
Severance Pay	23
Administrative Pay Corrections	24
Pay Deductions and Setoffs	24
Safety	24
Non-Employer-Sponsored Activities.....	25
Work Schedules	25
Use of Phone and E-Mail Systems	26
Smoking.....	26
Meal Periods	26
Overtime	26
Use of Equipment	26

Transportation	27
Emergency Closing.....	27
Visitors in Workplace	27
Family and Medical Leave.....	27
Personal Leave	31
Employee Licensing, Registration, and Certifications.....	32
Employee Conduct and Work Rules.....	33
Drug and Alcohol Use.....	35
Harassment and Discrimination in the Workplace.....	36
Attendance and Punctuality	36
Personal Appearance	37
Jewelry	37
Artificial Nail Policy	37
Return of Property	37
Resignation.....	38
Security Inspections	38
Media Policy.....	38
Social Media Policy	38
Client Confidentiality	42
HIPAA Awareness.....	42
Patient Abuse Policy and Procedure.....	42
Conduct Not Prohibited by This Handbook	42
Grievance Procedures.....	42
Appendix A – A Patient’s Bill of Rights.....	46
Appendix B – Organizational Chart.....	49
Appendix C – Confidentiality Agreement	50
Appendix D – National Patient Safety Goal and Requirements	51
Appendix E - Sexual Harassment Policy and Procedure	54
Appendix F – Equal Employment Opportunity Policy.....	65
Appendix G - Patient Abuse Policy and Procedure.....	67
Index.....	78

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 of the policies affecting employment. Field Staff should read, understand, and comply with all provisions of this handbook. It 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 that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or questions about policy. In its sole and absolute discretion, Worldwide reserves the right to revise, supplement, or rescind any policies or portion 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 Acknowledgement Form

The Field Staff Handbook describes important information about Worldwide Travel Staffing, Limited (“Worldwide”), and 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, either Worldwide or I can terminate the relationship at will, with or without cause, at any time so long as there is no violation of applicable federal or state law. I understand that 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 to Worldwide’s policy of employment-at-will. I understand that 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 the handbook, and I understand this it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Employee name (please print)

Employee Signature

Date

Worldwide Representative Signature

Date

Equal Employment Opportunity Policy Statement

Effective 2021

Worldwide Travel Staffing, Limited (“Worldwide”) is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of 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 take affirmative action 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 levels of employment. In addition, Worldwide will provide reasonable accommodations for qualified individuals with disabilities.

Employees and applicants of Worldwide will not be subject to harassment, intimidation, threats, coercion or discrimination on the basis 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.

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 Chief Executive Officer, I am committed to the principles of Affirmative Action and Equal Employment Opportunity. In order to ensure dissemination and implementation of equal employment opportunity and affirmative action throughout all levels of the company, I have selected Robert Rust as the Equal Employment Opportunity Manager for Worldwide. One of Robert Rust’s duties will be to 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 Affirmative Action and Equal Employment Opportunity, Worldwide has developed a written Affirmative Action Program which sets forth the policies, practices and procedures that Worldwide is committed to in order to ensure that its policy of nondiscrimination and affirmative action for women, minorities, qualified individuals with disabilities and qualified protected veterans is accomplished. This Affirmative Action Program is available for inspection by any employee or applicant for employment upon request, during normal business hours, at 2829 Sheridan Drive, Tonawanda, New York, 14150. Interested person should contact Lisa Miranda at 716-821-9001 for assistance.



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, 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. Inquiries or questions from you will never be treated as a burden; our staff is required to be responsive, helpful and cheerful.

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

I place high value on quality service being extended on a consistent basis to all Worldwide employees. If at any time you feel this is not the case, please call me on my direct line, 716-836-5521. This phone is always answered by me. I will discuss any concern or answer any question 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.
President/CEO

Code of Ethics

Policy

Worldwide Travel Staffing Limited (“Worldwide”) provides all services in an ethical and honest manner and adheres to all applicable laws, regulations and standards. This philosophy is demonstrated in practice through due diligence in providing services, avoiding waste and responding to the concerns of clients and staff in a timely manner.

Worldwide is committed to maintaining a working environment that promotes honesty and integrity and 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 the economic growth and social progress of our nation and society as Worldwide conscientiously fulfills its obligations to the industry, clients and staff.

Worldwide acknowledges that our principal objective is the provision of the best possible 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 on the basis of 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 screen, test, monitor and evaluate personnel for the purpose of fully satisfying 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 with respect and demand 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 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, any of its employees and/or agents violate federal or state law, this organization will report the violation in a timely manner and take any 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 set forth 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 is in need of 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, as well as 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?

It is very important that you begin the application process immediately upon consideration of a travel assignment. This process can take up to eight weeks and will vary from state to state. Worldwide will need an update on the status of your license before you begin any assignment, so it is essential that the process is begun in a timely manner. 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.

Worldwide will need the following information for your file before you begin your assignment:

- A copy of your current and valid license or certification.
- Current certifications (CPR, ACLS, etc.). In order to obtain reimbursement for the cost of your out-of-state license we will need a receipt with the state board seal or a cancelled check.
- You are responsible for maintaining a current and active license, in good standing, throughout the course of your work assignment. Remember it is important that you do not present yourself as a RN, LPN, graduate nurse, trained nurse or nurse anesthetist before you have obtained your out-of-state license. The use of 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 be a violation of 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.
- Make your family aware of your travel plans and when you expect to reach your destination. Your family may travel with you, but you will be responsible for any additional costs. If traveling with small children you may wish to consider committing to a longer contract (an entire semester, for example) Consider bringing someone along who can help out with childcare.
- Make arrangements for the care of any pets. You may bring a pet on some assignments, but certain restrictions will apply. Apartment complexes that do 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. You must check with Worldwide regarding these questions before planning to bring your pet with you.
- Provide the post office with a forwarding address.
- Cancel utilities and any accounts that will not be in use during your absence (cable TV, for example).
- Compile a folder/file or method to keep 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, it may be advisable to purchase one with nationwide calling plan.
- 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 case of 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 is progressing.

What steps do I take when I reach my destination?

- Call your recruiter and make sure Worldwide has your new phone number.
- Check with post office regarding 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 or a white uniform or jacket are usually acceptable, but some hospitals require a specific color. Remember it is always important to present yourself in a professional manner. Proper hygiene should be observed. Uniforms and shoes should be clean and neat in appearance. 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 to which you have traveled. 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 contract, 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 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 prior to the change. Final approval of any schedule changes will be made by the facility.
 - Floating: You may be asked to float, and it is important to remain flexible and conduct yourself in a professional manner. If you are asked to float and are qualified for the assignment and refuse, compensation will be withheld. 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 family members visit or call 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 a cause. Similarly, Worldwide may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Worldwide and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, 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.

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 any employment decisions unless specifically directed to do so by the CEO. Unauthorized employment decisions are deemed null and void and/or unenforceable.

Patient Care

Under hospital supervision and following hospital policy and procedure, Worldwide staff shall:

- Provide professional appropriate care to patients.
- Assess patient care needs, plan and implement nursing care procedures, evaluate patient progress and modify 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 who reports instances of patient rights violations or patient 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 to its employees are competitive with those offered by other employers in the area and in this industry. If employees

have concerns about work conditions or compensation, they are encouraged to voice these concerns openly and directly to their Worldwide supervisors.

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. We believe that Worldwide amply 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, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees, who are 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 the company Chief Executive Officer. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Employment Categories

It is the intent of Worldwide 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 right to terminate the employment relationship at will at any time is retained by both the employee and Worldwide.

Each employee is designated as either **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 those who are not in a temporary or introductory status and who are regularly scheduled to work Worldwide's full-time schedule. Generally, they are eligible for Worldwide's benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 37.5 hours per week on a regular basis. While they

do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all Worldwide's other benefit programs.

INTRODUCTORY employees are those whose performance is being 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 those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way 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. In general, a temporary status will be limited to six months or less.

CASUAL employees are those who have established an employment relationship with Worldwide but who 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.

Access to Personnel Files

Worldwide maintains a personnel file on each employee. 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 himself/herself 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

It is the responsibility of each employee to promptly notify Worldwide of any changes in personnel data. The personal data includes, but is not limited to, the following: mailing addresses, telephone numbers, number and names of dependents and individuals to be contacted in the event of emergency.

Introductory Period

The introductory period is intended to give new employees the opportunity 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. Either 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 calendar 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 those benefits that are required by law. They may also be eligible for other benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

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

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, falsifications, or material omissions 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 application for employment.

Employment Application Documentation

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

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

- Current copy of CPR or BLS
- Annual Physical
- Annual negative PPD or Chest X-Ray
- Hepatitis B documentation or declination
- MMR, Varicella Titers or Immunizations
- Criminal Background Check
- Negative Ten-panel 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, Moving & Lifting
- Completed I-9 and W-4
- Driver's License/Social Security Card

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

Hiring Procedures

Upon receipt of all employment application documentation, Worldwide's Clinical Specialist will verify all licenses, 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 then 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 is accepted for employment, the Clinical Specialist will submit the candidate's profile for consideration by client hospitals. Should the candidate be accepted for assignment the candidate will be interviewed a second time by the client hospital.

Orientation and Training

Facility specific orientation and training will be conducted onsite in accordance with the applicable hospital policies and procedures. Worldwide employees will be oriented in the assigned department according to their proposed scope of practice. Any additional orientation required will be developed and conducted by the hospital's Preceptor. When hospital 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

Formal performance evaluations will be conducted at the completion of each thirteen-week assignment. Supervisors and employees are encouraged to discuss job performance on an

informal, day-to-day basis. This will enable both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches to enhance patient care.

Position Descriptions

Registered Nurse

Responsibilities for the Registered Nurse have increased with medical advancements. 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 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 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 patient's needs and personnel qualification.
- Supervises the care given by ancillary personnel.
- Acts as role model for ancillary personnel.
- Performs and/or supervises treatment and 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 physician to offset life threatening situations; maintains the defined institutions 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 patient's needs
- Hearing to distinguish differences in heartbeat and breathing of 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 (L.P.N.s) provide a large portion of direct patient care. They may be assisted by nursing aides and other assistants in some of their duties. They are directed by Registered Nurses and Nurse Managers.

Qualifications:

- Current nursing license to practice as a LPN/LVN in the state of placement
- Graduate of an accredited LPN/LVN program
- At least one (1) year 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 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 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 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 patient's 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 patient's needs.
- Hearing to distinguish differences in 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 (C.N.A.)

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 provide routine care to patients including taking vital signs, moving patients, assisting in some medical procedures and observing patients' conditions for the purpose of reporting same to their supervising Nurse.

Qualifications:

- Current certification to operate as a C.N.A. 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 professional clinical practice in the United States
- CPR or BLS certified.

Primary Functions:

- Answer patient call signals.
- Observe patient's conditions, measuring and recording food and liquid intake and 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.
- Provide patients with help walking, exercising and moving 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 patient's needs.
- Hearing to distinguish patients breathing and heartbeat.
- Near-vision acuity to read gauges and patient orders.
- Color vision for perceiving changes in patient's skin and nail color.
- Motor coordination and manual dexterity to coordinate hands, eyes and fingers.

Physical Therapist

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 of 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 (2) years.
- Must possess a comprehensive working knowledge of anatomy, biomechanics, general medical conditions, as well as therapeutic procedures and interventions for these conditions.

Primary Functions:

- Examines patient's medical histories and then test and measure the patient's strength, range of motion, balance and coordination, posture, muscle performance, respiration and motor function.
- Uses electrical stimulation, hot or cold compresses, and ultrasound to relieve pain and reduce swelling.
- Uses traction or deep tissue massage to relive pain.
- Teaches use of assistive and adaptive devices such as crutches, prosthetic and wheelchairs.
- Show patients exercises to do at home to expedite their recovery.
- Develops treatment plans describing a treatment strategy, its purpose and its 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 patient's needs.
- Hearing to distinguish differences in 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 have to stoop, bend, kneel, couch or lift.
- Practice on hospitals, clinics, and private offices that have specially equipped facilities, or they 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 a 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 through the selection of voltage, current, and exposure time.
- Positions patients for the proper view of the affected area.
- Instructs patients as to the proper physiological requirements for the procedure.

- Prepares contrast media and administers to patients either 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 the performance of procedures throughout the hospital including the intensive care unit, cardiac care unit, recovery room, and the 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 prior to 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 prior to 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 patient's 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 have to stoop, bend, kneel, couch 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 in order to have the instruments ready for surgeons without having to be told.
- Prepares the operating room by setting up surgical instruments and equipment, sterile drapes and sterile solutions.
- Knowledge of and the ability to identify surgical instruments, their care, storage and sterilizations.
- 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 completion of the procedures in a manner that prevents the spread of contamination.
- Safely operates steam and gas autoclaves, 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 remain 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 patient's 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, couch or lift.

Holidays

Worldwide may pay holiday time to employees who work on holidays according to the hospital's policy and procedures. Please check with your recruiter as to the policy at an individual facility. Your holiday rate and eligibility will be reflected in your contract.

Sick Time

If you are calling in sick for the day, you must call both the facility and Worldwide. Sick time will be unpaid.

Worker's Compensation Insurance

Worldwide provides a comprehensive workers' compensation insurance program at no cost to employees. The program covers any injury or illness sustained in the course of 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** inform Worldwide's Clinical Director, Leo R. Blatz immediately. 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) gives employees and their qualified beneficiaries the opportunity 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 requirement.

Under COBRA, the employee or beneficiary pays the full cost of coverage at Worldwide' 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' health insurance plan. The notice contains important information about the employee's rights and obligations.

Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and State laws require Worldwide to keep an accurate record of time worked in order 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, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

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

Employment Termination

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 any employment decisions unless specifically directed to do so the CEO. Unauthorized employment decisions are deemed null and void and/or unenforceable.

Termination of the employment is an inevitable part of personnel activity within any organization, and many of the 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.

Worldwide may request exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to Worldwide, or return of Worldwide owned property. Suggestion, 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. Some benefits may be continued, at the employee's expense, if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

Restrictive Covenant

All Worldwide employees are bound by a restrictive covenant clause contained in their agreements. The restrictive covenant prohibits employees from accepting employment through another staffing agency or contractor at the same facility in which they were employed by Worldwide, for a period of 45 days immediately following their separation from Worldwide. During the 45-day period employees are contractually prohibited from engaging in any business activity which competes with Worldwide at the same facility in which they were employed by Worldwide.

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 that there is an error, Worldwide asks that the employee promptly and within 14 days bring the discrepancy to the attention of their recruiter and/or the Chief Executive Officer, so that any corrections can be made as quickly and seamlessly as possible.

Worldwide will always fully comply 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 that is called the Social Security "wage base." Worldwide matches the amount of Social Security taxes paid by each employee.

Pay setoffs are pay deductions taken by Worldwide, 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.

Safety

To assist in providing a safe and healthful work environment for employees, customers and visitors Worldwide strongly encourage responsible behavior in the workplace. Safety is a top priority for client facilities and Worldwide. Its success depends on the alertness and personal commitment of all.

Client facilities and Worldwide may, from time to time, provide information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, inner office emails, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report, where appropriate, or remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees **must** immediately notify Worldwide's Clinical Director, Leo R. Blatz. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Non-Employer-Sponsored Activities

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

Participation in Non-Employer-Sponsored Activities is voluntarily and wholly unrelated to employment with Worldwide. Employees will receive no compensation from Worldwide for Non-Employer-Sponsored Activities. When participating 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 Worker's 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

Client facility supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week or the unit to which field staff are assigned to. Supervisors will schedule an unpaid meal break. Overtime and holidays will be paid in accordance with the terms set forth in your individual assignment agreement.

Worldwide nurses must recognize that manpower fluctuations due to illness, weather emergencies, patient census changes and other reasons are the norm in the nursing profession. Hospitals will have varying policies outlining how and when nurses will be asked to float. All Worldwide nurses are expected to familiarize themselves with the specific policy outlining float protocols. Worldwide nurses need to be aware that they may be asked to float from time to time to accommodate facility staffing preferences. When asked, Worldwide nurses are expected to be flexible and accommodating. Although floating nurses are never the preferred methodology for staffing, it is a standard necessity in the nursing profession. Cooperation and teamwork is expected.

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 Facility address should be considered property of the Facility. The mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. 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.

Meal Periods

Meal periods are provided in accordance the client facility's policy and procedures.

Overtime

When operating requirements or other needs cannot be met during regular working hours, employees may be offered overtime. All overtime work must receive a supervisor's authorization. Overtime and holidays will be paid in accordance with the terms set forth in your individual assignment agreement.

Use of Equipment

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

Please notify the supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of 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 their own reliable transportation to and from work. Worldwide does not provide, arrange for, facilitate or in any way assist employees with transportation of any kind.

Emergency Closing

At times, emergencies such as severe weather, fires, or power failures, can disrupt client facility 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, the time off from scheduled work will be unpaid.

Visitors in Workplace

To provide for the safety and security of employees and the facilities at Worldwide, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, 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 in the state of New York 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 they have worked 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 calendar year 2021 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 section titled, Medical and Other Benefits. 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

You 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 in order 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 in order 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).

You 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).

For Calendar year 2021 you 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. 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 both of 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 in order 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 caregiver 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 particular 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 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 requested certification within 15 days, if practicable, may result in delay of 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 paid family 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 relation, you must contact Worldwide on weekly basis 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

FMLA leave is unpaid. You will be required to 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, for example, accrued paid time off that is substituted for unpaid FMLA leave and any state family leave laws, to the extent allowed by state law.

Paid Family Leave

In 2021, employees taking Paid Family Leave will receive 67% of their average weekly wage, up to a cap of 67% of the current Statewide Average Weekly Wage of \$1,450.17. The maximum weekly benefit for 2021 is \$971.61. You may use any accrued but unused paid time off to supplement your 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 more than 30 days late. If your payment is more than 15 days late, we will send you a letter to this effect. 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

Client facilities, in collaboration with Worldwide, 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 benefits, or holiday benefits, will be suspended during the leave and will resume upon return to active employment. Any compensation 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 it is 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, client hospital 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 a qualified professional 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 credentials that are current, unencumbered, and in good standing 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 be maintained at all times.

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, but rather 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 which 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.

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. Some of Worldwide's specific policies for employee conduct have been outlined in other areas of this handbook. Violation of any of these policies may result in disciplinary action, up to and 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 rather 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, up to and including immediate termination of employment with cause. The following is a non-exhaustive list of conduct that may violate this policy:

- 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.
- Failure to cooperate fully in any 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 absolutely forbidden. Violation of 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 property used by the employee in performance of their duties or otherwise in employee's possession or under employee's control. Failure to return employer property within two 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, 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 of employer-owned or customer-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.
- Possession of 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 work area during the workday.
- Unauthorized use of telephones, mail system, or other employer- owned equipment.
- Unauthorized disclose 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, smart phones, tablets, etc.) in patient care areas. Personal mobile devices are to be powered off and concealed when possessed in patient care areas. Violation of 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 of any kind while inside the healthcare facility is strictly prohibited. Violation of this policy is considered gross misconduct and will result in immediate termination with cause.

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.

Drug and Alcohol Use

It is client facilities and Worldwide’s desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on client facilities and Worldwide premises, and while conducting business-related activities off premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee’s ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in rehabilitation or treatment program. Unpaid leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all client facilities policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause any undue hardship. Employees may be directed to submit to a drug test at any time, with or without cause. Refusal to do so will result in immediate termination with cause.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify Worldwide of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns to the company CEO without fear of reprisal.

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, up to and including dismissal from employment or other business relationship.

Sexual Harassment Policy and Procedure

Please refer to **Appendix E** below.

Non-Discrimination and Equal Opportunity

Please refer to **Appendix F** below.

Attendance and Punctuality

To maintain a safe and productive work environment, client hospitals expect employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on the client hospital staff. Poor attendance and tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor and Worldwide' Chief Executive Officer as soon as possible in advance of the anticipated tardiness or absence.

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.

Jewelry

Jewelry must be conservative in style and kept to a minimum to prevent loss or injury to self or others. All forms of oral and facial jewelry, especially those requiring piercings, are strictly prohibited. Hoop earrings or earrings with posts are prohibited. 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 defined as those infections that 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 $\frac{1}{4}$ 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 any contract (registry) employee.
3. Nail polish may be worn only if it is kept well-manicured; chipped polish must be removed.
4. Nail jewelry, whether glued or pierced through the nail, will not be allowed.

Return of Property

Employees are responsible for all property, materials, or written information issued to them or in their possession or control. Employees must return all client facility property immediately upon request or upon termination of employment. Worldwide may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Worldwide and client facilities may also take any legal action deemed appropriate to recover or protect its property. This may include both civil and criminal legal action.

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. Prior to 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, as well as any articles found within them, at any time, either 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 the Worldwide and the client facility. Sent, received, saved, deleted, and discarded messages are considered CONFIDENTIAL company documents.

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

Media Policy

Any inquiries by the media regarding any and 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 any 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 would violate any of WORLDWIDE's policies in another forum, it will also violate them in an online forum. 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 on working time by means of 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 refrain from 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 Accounting Act of 1996 (“HIPAA”) requires “covered entities” to protect the privacy of health information. Client facilities and Worldwide’s administrative responsibilities include the training of 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.

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.

Grievance Procedures

Worldwide will respond within fourteen (14) calendar days of receipt a grievance. All grievances 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/incidents may be presented orally or in writing. Worldwide’s 24-hour

contact number is 716-821-9001. Emphasis is placed on monitoring employee performance to prevent conduct that could potentially disrupt the provision of quality patient care.

All employee, client facility complaints, incident reports or operational difficulties are logged for immediate resolution and future reference. The information will be maintained for at least three (3) years after the date on which the complaint is received or which Worldwide learns of the incident. For assignments within the District of Columbia, all records related to incidents and complaints will be made accessible to the Department of Health at all times, and will be furnished to the Department of Health immediately upon request.

Upon receipt of any complaints, reports or other incidents from any employee or client, the Clinical Director and any other staff as appropriate will immediately investigate the situation. In many cases, a conference call is requested with the facility 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 facility request to meet at facility on any incident deemed "severe" by the client facility.

For staffing assignments within the District of Columbia, Worldwide will report to the appropriate Nursing Board and/or the Department of Health any action taken by, or a condition affecting the fitness to practice of, any licensed employee that might 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 Practical Nurse or a Registered Nurse that might be grounds for enforcement or disciplinary action under the Health Occupations Revisions Act to the Board of Nursing within five (5) business days of receipt or development of the information.

For staffing assignments within the District of Columbia, Worldwide will report any action taken by a Certified Nurse Aide that might be grounds for listing that Individual on the Nurse Aide Abuse Registry to the Department within five (5) business days of receipt or development of the information.

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

Concerns, complaints, incident reports, turnover, safety, and operational difficulties experienced at all participating institutions during the month are documented. The Quality Assurance Report forms are reviewed and discussed monthly at the Quality Assurance Committee meetings. Effective problem-resolution methodologies are implemented. Proactive prevention procedures are developed and employed. The committee strives to continually modify existing procedures and create new approaches to continuously improve customer service.

The following form is used to receive, record, and investigate complaints and to record, report, and investigate incidents. These forms are filed by calendar year.



Employee Complaint / Incident Form

Joint Commission Hotline Information | 800-944-6610 | complaint@jointcommission.org

Date Complaint Received: _____

Complaint Information

Name:	
Address:	
Telephone:	

The following incident / complaint was reported to Worldwide Travel Staffing by an anonymous caller.

The date on which the incident occurred: _____

The time when the incident occurred: _____

Description of the complaint or incident: _____

Reported to the Board of Nursing and the Department of Health

Date Reported: _____ Time Reported: _____

Date the Investigation was completed: _____

Results of the Investigation and any Action Taken

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.

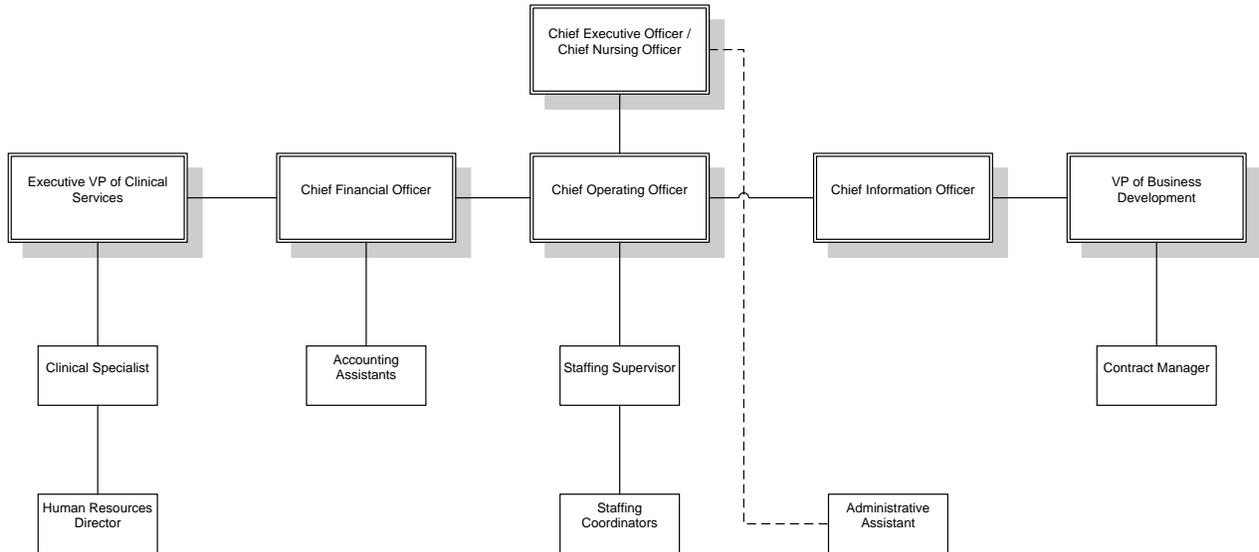
A person's health depends on much more than health care services. Patients are responsible for recognizing the impact of their life-style on their personal health.

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

Witness Signature (please print)

Date

Appendix D – National Patient Safety Goal and Requirements

National Patient Safety Goal and Requirements

GOAL	Require#	DESCRIPTION
Goal1		Improve the accuracy of patient identification
	NPSG.01.01.01	Use at least 2 patient identifiers when providing care, treatment or services
	NPSG.01.02.01	Prior to the start of any surgical or invasive procedure, conduct a final verification process, such as time-out, to confirm the correct patient, procedure and site, using active, not passive, communication techniques.
	NPSG.01.03.01	Eliminate transfusion errors related to patient misidentification.
Goal2		Improve the effectiveness of communication among caregivers.
	NPSB.02.01.01	For verbal or telephone orders or for telephone reporting of critical test results, the individual giving the order or test results verifies the complete order or test result by having the person receiving the information record and “read back” the complete order or test result.
	NPSG.02.02.01	There is a standardized list of abbreviations, acronyms, symbols and dose designation that are not to be used throughout the organization.
	NPSG.02.03.01	The organization measures, assesses and if needed, takes action to improve the timeliness of reporting and the timeliness of receipt of critical tests and critical results and values by the responsible licensed caregiver.
	NPSG.02.05.01	The organizations implements a standardized approach to hand-off communications, including an opportunity to ask and respond to questions.
Goal 3		Improve the safety of using medications.
	NPSG.03.03.01	The organization identifies and at a minimum, annually reviews a list of look-alike/sound-alike medications used by the organization and takes action to prevent errors involving the interchange of these medications.
	NPSG.03.04.01	Label all medications, medication containers (for example, syringes, medicine cups, basins), or other solutions on and off the sterile field.
	NPSG.03.05.01	Reduce the likelihood of patient harm associated with the use of anticoagulant therapy.
Goal 7		Reduce the risk of health-care associated infections

	NPSG.07.01.01	Comply with the current World health Organization (WHO) hand hygiene guidelines or Center for Disease Control and Prevention (CDC) hand hygiene guidelines.
	NPSG.07.02.01	Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function related to a health care-associated infection.
	NPSG.07.03.01	Implement evidence-based practices to prevent health care-associated infections due to multidrug resistant organisms in acute care hospitals.
	NPSG.07.04.01	Implement best practices or evidence-based guidelines to prevent central line-associated bloodstream infections.
	NPSG.07.05.01	Implement best practices for preventing surgical site infections.
Goal 8		Accurately and completely reconcile medications across the continuum of care
	NPSG.08.01.01	A process exists for comparing the patient’s current medications with those ordered for the patient while under the care of the organization.
	NPSG.08.02.01	When a patient is referred to or transferred from one organization to another, the complete and reconciled list of medications is communicated to the next provider of service and the communication is documented. Alternatively, when a patient leaves the organization’s care to go directly to his or her home, the complete and reconciled list of medications is provided to the patient’s known primary care provider, the original referring provider or a known next provider of service.
	NPSG.08.03.01	When a patient leaves the organization’s care, a complete and reconciled list of the patient’s medications is provided directly to the patient and as needed, the family, and the list is explained to the patient and/or family.
	NPSG.08.04.01	In settings where medications are used minimally or prescribed for a short duration, modified medication reconciliation processes are performed.
Goal 9		Reduce the risk of patient harm resulting from falls
	NPSG.09.02.01	The organization implements a fall reduction program that includes an evaluation of the effectiveness of the program.
Goal 10		Reduce the risk of influenza and pneumococcal disease in institutionalized older adults.
	NPSG.10.01.01	The organization develops and implements protocols for administration of the influenza vaccine.
	NPSB.10.02.01	The organization develops and implements protocols for administration of the pneumococcus vaccine
	NPSG.10.03.01	The organization develops and implements protocols to identify new cases of influenza and to manage outbreaks.

Goal 11		Reduce the risk of surgical fires.
	NPSG.11.01.01	The organization educates staff, including licensed independent practitioners who are involved with surgical procedures and anesthesia providers, on how to control heat sources and manage fuels while maintaining enough time for patient preparation, and establishes guidelines to minimize oxygen concentration under drapes.
Goal 13		Encourage patients' active involvement in their own care as a patient safety strategy.
	NPSG.13.01.01	Identify the ways in which the patient and his or her family can report concerns about safety and encourage them to do so.
Goal 14		Prevent health care-associated pressure ulcers (decubitus ulcers).
	NPSG.14.01.01	Assess and periodically reassess each patient's risk of developing a pressure ulcer (decubitus ulcer) and take action to address and identified risks.
Goal 15		The organization identifies safety risks inherent in its patient population.
	NPSG.15.01.01	The organization identifies patients at risk for suicide.
	NPSG 15.02.01	The organization identifies risk associated with home oxygen therapy such as home fires.
Goal 16		Improve recognition and response to changes in a patient's condition.
	NPSG.16.01.01	The organization selects a suitable method that enables health care staff members to directly request additional assistance from a specially trained individual(s) when the patient's condition appears to be worsening.
Universal protocol		The organization meets the expectations of the Universal Protocol.
	UPC.01.01.01	Conduct a procedure verification process.
	UPC.01.02.01	Mark the procedure site.
	UPC.01.03.01	A time-out is performed immediately prior to starting procedures.

Appendix E - Sexual Harassment Policy and Procedure

Sexual Harassment Policy for All Employers in New York State



Combating Sexual Harassment

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 law¹ 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-employees² working in the workplace who believe they have been subject to such retaliation should inform a supervisor, manager, or the Chief

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 include age, 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.

Executive Officer, Leo Blatz. All employees, paid or unpaid interns or non-employees who believe they have 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 is encouraged to report such behavior to a supervisor, manager or the Chief Executive Officer, Leo Blatz. 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. A form for submission of a written complaint is attached to this Policy, and 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 investigated, 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.

Complaint Form for Reporting Sexual Harassment



Combating Sexual Harassment

Worldwide Travel Staffing, Limited

If you believe that you have been subjected to sexual harassment, you are encouraged to 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:

Work Address:

Work Phone:

Job Title:

Email:

Select Preferred Communication Method: Email Phone In person

SUPERVISORY INFORMATION

Immediate Supervisor's Name:

Title:

Work Phone:

Work Address:

COMPLAINT INFORMATION

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 sheets of paper 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:

The last question is optional but may help the investigation.

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?

Signature: _____

Date: _____

Appendix F – 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, or the Chief Executive Officer, Leo Blatz as soon as possible following the offending conduct. If you have not received a satisfactory response within five (5) days after reporting any incident of what you perceive to be discriminatory conduct, please immediately contact the Chief Executive Officer, Leo Blatz who will ensure that a prompt investigation is conducted.

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.

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.

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. When in doubt, report it.
 - 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: _____

Index

Administrative Pay Corrections	24	National Patient Safety Goal and Requirements.....	51
Applications.....	14	Nature of Employment	11
Attendance and Punctuality	36	Non-exempt	12
Benefits Continuation (COBRA)	22	Organizational Chart	49
Casual employees	13	Orientation.....	15
Client Confidentiality	42	Overtime	26
COBRA	22	Part-Time employees.....	12
Code of Ethics	6	Patient Care Policy	11
Confidentiality.....	42	Patient Safety.....	51
Confidentiality Agreement.....	50	Patient’s Bill of Rights	46
Discharge.....	23	Pay Deductions and Set-Offs	24
Drug and Alcohol Use.....	35	Personal Appearance	37
Emergency Closing.....	27	Personal Leave	31
Employee Acknowledgement Form.....	2, 3	Personnel Data Changes	13
Employee Conduct	33	Personnel Files	13
Employee Evaluation Procedures	15	Phone	26
Employee Relations.....	11	Position Descriptions	16
Employment Application Documentation	14	Property	37
Employment Applications.....	14	Questions	8
Employment Categories.....	12	Reference Checks.....	13
Employment Reference Checks	13	Registered Nurse.....	16
Employment Termination	22	Resignation.....	23, 38
Equipment.....	26	Retirement	23
Ethics	6	Return of Property	37
Evaluations.....	15	Safety	24
Exempt	12	Schedules	25
Full-Time employees.....	12	Security Inspections	38
Grievance	42	Severance Pay	23
Grievance Procedures.....	42	Sick Time	21
HIPAA Awareness.....	42	Smoking.....	26
Hiring Procedures.....	15	Temporary employees	13
Holidays.....	21	Termination.....	22
Immigration Law Compliance	12	Timekeeping.....	22
Introductory employees	13	Tips and Questions.....	8
Introductory Period.....	14	Training	15
Layoff.....	23	Visitors in Workplace	27
Letter from the President	5	Work Rules	33
Licensed Practical Nurse	17	Work Schedules	25
Mail System.....	26	Worker’s Compensation Insurance	21
Meal Periods	26		