



EMPLOYEE HANDBOOK

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MISSION STATEMENT

ASAP Staffing, LLC is a healthcare/general office staffing company dedicated to assisting healthcare organizations meet their patient care needs. We are committed to exceeding customer expectations in a timely, cost-effective manner.

Service, Integrity and Dedicated Excellence

PHILOSOPHY

ASAP Staffing, LLC (d/b/a/ ASAP MedStaff) operates on the belief that Service, Integrity and Dedicated Excellence must guide our daily actions and our business philosophy.

The philosophy is supported by the belief that....

- There is dignity in honest work.
- The family is the foundation of society, and that employment should enhance rather than jeopardize its proper functioning.
- The enjoyment of life is a worthy goal and an essential part of living.

All associated with ASAP Staffing, LLC (ASAP MedStaff) are charged to manage the company so that:

- All business affairs reflect complete integrity.
- All business activities reflect a concern for the health and safety of our patients and employees.
- All personnel, while working for ASAP, progress toward personal goals and receive competitive compensation for their efforts.
- All profits or personal gain must never come at the expense of personal integrity or the public welfare.
- All of the free enterprise system provides the opportunity for ASAP's success.

EMPLOYMENT POLICIES

Your Personnel File:

The task of handling personnel records and related personnel administration functions at ASAP has been assigned to: The Director of Operations and/or his designee.

Since ASAP refers to your personnel file during the course of its business, it's to your benefit to be sure your personnel file is current. You may see information that is kept in your own personnel file in the presence of an ASAP Manager at the ASAP office.

Note: Throughout this Employee Handbook, masculine pronouns such as he, his, or him shall be construed' so as to include both sexes.

Keeping your personnel file up-to-date can be important to you with regard to pay, deductions and other matters. If you have a change in any of the following items, please notify your ASAP Manager, designee or the ASAP office immediately.

1. Legal name.
2. Home address, apartment/condo number.
3. Home or cell number.
4. Name and phone number of person to call in case of emergency.
5. Number of dependents.
6. Marital status.
7. Driving record or any status changes of driving record/driver's license/proof of insurance.
8. Military or draft status.
9. Exemptions on your W4 form.
10. Status change (full-time, part-time per diem and ten: 1 porary employees).
11. Direct deposit (banking) information.
12. Car insurance company if you use your vehicle for company business.

Temporary/On-call Employees:

At the time you are hired, you are classified as temporary and on-call and are hired for specific periods of time or for the completion of a specific assignment. The job assignments, work schedule and duration of the position will be determined on an individual basis and client's need. All policies described in this handbook and communicated by ASAP applies to all employees, with the exception of certain wage, salary and time off limitations applying only to "non-exempt" (see the definition that follows) employees. If you are unsure of your job classification, please ask your ASAP manager or designee.

ASAP employees who have successfully completed skills testing and the hiring/orientation process will be offered assignments as they come available. Employees can accept or decline assignments; however, employees that continuously decline assignments on a regular basis will be offered a limited number of assignments. The employment relationship between ASAP MedStaff and an employee is terminable at-will, with or without notice, with or without cause.

The employee understands and agrees that ASAP MedStaff cannot and does not guarantee an employee a specific number of assignments or a fixed duration of any particular assignment.

The employee understands and agrees that he is employed by ASAP MedStaff and is not an employee of any client of ASAP MedStaff. The employee agrees to accept and comply with the rules and working conditions established by ASAP MedStaff, as well as any rules of the Client, applicable to the assignment.

"Non-exempt" and "Exempt" Employees:

At the time you are hired, all employees working are classified as either "exempt" or "non-exempt". This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours in a 7-day week. Employees working overtime will receive compensation at the rate of 1.5 times their regular rate, which shall be no less than the statutory minimum hourly rate, at which the employee is employed. These employees are referred to as "non-exempt" in this handbook. This means that they are not exempt from (and therefore should receive) overtime pay.

"Exempt" employees are managers whose duties and responsibilities allow them to be "exempt" from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws. If you are an exempt employee, you will be advised that you are in this classification at the time you are hired, transferred or promoted.

"At Will" Employment:

All employment and compensation with ASAP are "at will" which means that your employment can be terminated with or without cause, and with or without notice, at any time at the option of either ASAP or yourself, except as otherwise provided by law.

Hours of work (Business Hours):

Business hours at the ASAP office are from 8:30am to 5:00pm. The scheduled dates and times may vary depending on the request/needs of the client. If there are any issues that need to be brought to ASAP's attention, we ask that you please contact us between 9:00am to 4:00pm, or any time after hours. If you are calling in to inform the ASAP office that you will be absent or late, please follow the "Absentee/Tardy Policy".

Introductory Period:

Your first 480 hours of employment are considered an 'Introductory Period'. This 'Introductory Period' will be a time for getting to know management and the tasks involved in your job. Your manager will work closely with you to help you understand the needs and processes of your job and its duties per the job description. If you take approved time off in excess of three workdays during the 'Introductory Period', the 'Introductory Period' may be extended by that length of time. Please understand that completion of the 'Introductory Period' does not guarantee continued employment for a specified period of time, nor does it require that an employee be discharged only for "cause". If during this period your work habits, attitude, attendance or performance do not measure up to our standards, we may release you.

Throughout your employment you will be evaluated by a manager/supervisor and the clients you work with. When you are having discussions involving your workplace performance, you are encouraged to give your comments and ideas. A former employee who has been rehired after a separation from ASAP for more than 2 weeks is considered an 'introductory employee' during their first 480 hours following rehire.

Forms:

An employee must work at least 2 weeks for ASAP MedStaff and receive at least one paycheck in order for us to complete forms to verify employment. If immediate verification is required by a government agency, we will provide a verbal verification if the employee supplies a phone number and the contact person's name.

Supervision:

All ASAP assignments are supervised by a manager/supervisor. The clients of ASAP will be asked questions and asked to rate an employee's workplace performance. Clients will also be called periodically to inquire if ASAP staff are on time and if the client is satisfied with their work performance.

An ASAP manager or designee is always on call. If you have any questions about ASAP or the client's workplace, please call (517)394-3358 during business hours or (517)394-6064.

Our clients and businesses entrust ASAP with important information relating to their workplace and business operations. The nature of this relationship requires confidentiality and maintenance of HIPPA guidelines. Your employment with ASAP assumes an obligation to maintain confidentiality in all aspects of patient care and business records related to patients or providers, even after you leave our employ.

Any violation of confidentiality seriously injures ASAP's reputation and effectiveness. Therefore, please do not discuss ASAP business with anyone who does not work for us, and never discuss business transactions with anyone who does not have a direct association with the transaction. Even casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality. If you hear, see or become aware of anyone else breaking this trust, consider what he or she might do with information they get from you.

All information concerning a patient is confidential and is not to be discussed with anyone not immediately concerned with the care of the patient. Information should only be disclosed on a need to know basis and not for personal use. For disclosure to outside parties, written consent must be obtained by the patient or the patient's legal guardian and not to be removed from the client's premises.

If someone outside the company questions you and you are concerned about the appropriateness of giving them certain information, remember that you are not required to answer and that we do not wish you to do so. Instead, as politely as possible, refer the request to a manager at ASAP.

No one is permitted to remove or make copies of any ASAP records, reports or documents without prior written management approval. Because of its seriousness, disclosure of confidential information could lead to dismissal.

Customer Relations:

The success of ASAP depends upon the quality of the relationships between ASAP, its employees and the clients and businesses we serve. A client's impression of ASAP and their interest and willingness to schedule an ASAP employee is greatly formed by the ASAP staff who serve them. In a sense, regardless of your position, you are ASAP's ambassador. The more goodwill you promote, the more our clients will respect and appreciate you and ASAP.

Here are several things you can do to help give patients a good impression of ASAP:

1. Act competently and deal with clients and patients in a courteous and respectful manner.
2. Communicate pleasantly and respectfully at all times.
3. Arrive on time, be appropriately dressed and be efficient in your work.
4. Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests and perform all duties in an orderly manner.
5. Don't abuse the break or lunch/dinner periods that have been established in your assigned workplace.
6. Take great pride in your work and enjoy doing your very best.

Driving Record or any status changes of driving record/driver's license/proof of insurance:

Proof of insurance and your driving record are required for certain clients only and you be advised at the time of assignment whether you need to get these or not. A driver's license is required of all employees. Any changes in your driving record, driver's license or car insurance must be reported to your supervisor immediately. Failure to do so may result in disciplinary action, including dismissal. If your work requires you to operate a motor vehicle, you are required to abide by all applicable laws. If any laws are broken and a ticket is issued, it is your responsibility to pay the fine. ASAP will not pay fines if incurred by the employee.

Equal Employment Opportunity:

ASAP will provide employment opportunity without regard to race, color, sex, age, disability, religion, national origin, marital status, sexual orientation, ancestry, political belief or activity, or status as a veteran.

The policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state and local laws.

It is the policy of ASAP to comply with all the relevant and applicable provisions of the American with Disabilities Act. ASAP does not tolerate discrimination against and qualified employee or job applicant with respect to any terms, privileges or conditions of employment because of a person's physical or mental disability. ASAP will make a reasonable accommodation wherever necessary for all employees with disabilities, provided the individual is otherwise qualified to safely perform the duties and assignments connected with the job, and provided that any accommodations made do not require significant difficulty or expense.

Equal employment opportunity notices are posted on appropriate employee bulletin boards as required by law. The notices summarize the rights of employees to equal opportunity in employment and lists the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

All members of the staff share in the responsibility for assuring that by their personal actions the ASAP policies are followed. If there are any questions regarding equal opportunity employment, discrimination or other employment issues, please contact an ASAP manager.

Harassment Policy:

ASAP provides a work environment that is pleasant and free from intimidation, hostility or other offense, which might interfere with work performance. Harassment of any sort-verbal, physical and visual-will not be tolerated. If such harassment is evident or observed, contact your ASAP manager.

Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact or violence. Harassment is not necessarily sexual in nature.

Sexually harassing conduct may include unwelcome sexual advances, requests for sexual favors or any other verbal or physical contact of a sexual nature that prevents an individual from effectively performing the duties of their position or creates an intimidating, hostile or offensive working environment, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly.

All ASAP employees, particularly management personnel, have a responsibility for keeping our work environment free from harassment. Any employee who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor or any management representative with whom they feel comfortable. When management becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved.

ASAP accepts no liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses another employee, is personally liable for such actions and their consequences. ASAP will not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

Proof of US Citizenship and/or Right to Work:

Federal regulations require that before becoming employed, all applicants must complete and sign Federal Form I-9 Employment Eligibility Verification Form. All applicants who are hired need to present documents of identity and eligibility to work in the United States.

Health Examinations:

ASAP requires all new employees have a negative TB skin test before being given an assignment. If the employee has had a positive TB skin test, he must have a negative chest x-ray before starting any work assignment. Should a visit to a physician be required prior to employment at ASAP, all related costs are the responsibility of the individual. This includes the chest x-ray in the event the individual cannot be tested for TB by a skin test. The TB test needs to be done yearly. The cost of the TB test will be the employee's responsibility. It is the employee's responsibility to, make sure this stays current. If for any reason it expires, the employee will not be scheduled to work until it is completed.

ASAP employees may also be offered a hepatitis B vaccine if they are at risk for exposure to Hepatitis B virus as part of their employment. This vaccination procedure optional and is not a requirement; however, many health care workers do opt to complete the vaccination series offered at the Health Department. Please refer to the Hepatitis B Vaccination Form in the ASAP Med Staff Application packet.

Security checks (Inspection of Containers/Packages):

ASAP may exercise its right to inspect all packages and parcels entering and leaving the ASAP office or place of business where an ASAP employee has been scheduled. This inspection process may include contents in an employee's pockets, purse, backpack or in their automobile.

References:

It is the practice of ASAP MedStaff to obtain a minimum of two professional references before employees are hired.

ASAP does not respond to oral requests for references on their employees and/or any other person requesting information about an employee. All requests must be in writing on company letterhead. In the event you leave the employ of ASAP, we may be able to provide references to potential employers depending on the circumstances, your employment history, etc. However, you must first sign a 'reference release waiver' allowing us to release reference information beyond merely confirming that you worked at ASAP for a specific period of time and your position.

Inservices:

Some ASAP personnel, especially those working in a health care setting, must obtain CPR certification. In addition, an inservice on Bloodborne Pathogens will be offered at the time of hire and yearly. All employees are required to attend those inservices. If the employee fails to attend the inservices and keep CPR and Bloodborne Pathogens current, they will not be scheduled to work until the inservices are completed.

Dress Code/Personal Appearance:

Please understand that all employees are expected to dress and groom themselves in accordance with acceptable social and business standards. A neat, tasteful appearance contributes to the positive impression you make on our clients and our business. Employees assigned to healthcare facilities may be asked to follow the facility's dress code guidelines.

You are expected to be suitably attired and groomed during working hours or when representing ASAP. If your supervisor feels your attire is out of place, you may be asked to leave the workplace and not be reassigned until you are properly attired. You will not be paid for the time off for this purpose. Your supervisor will determine the appropriate dress code guidelines. Anyone who refuses to comply with dress code guidelines will be subject to appropriate disciplinary action.

The following dress is considered inappropriate and not acceptable (this list is not intended to be all-inclusive):

1. Denim material of any color or blue jeans unless indicated by business clients as casual attire.
2. Excessive finger jewelry, nose, lip, are or eyelid jewelry (visible body piercing with the exception of earring in ears).
3. Fingernails, real or artificial, must be 1/2 inched in length or less from the top of the finger.
4. Halter tops, T-shirts or tank tops.
5. Skorts/split skirts, skirts shorter than mid-thigh, shorts or overalls
6. Fishnet or transparent garments, spandex shorts or tops.
7. Sweat pants or tops, or warm-up suits (any material).
8. Sun dresses.
9. Leggings, Capri pants.
10. Excessive perfumes, fragrant lotions/powders or cigarette smoke is not acceptable due to patient and co-worker's possible allergies.

Expense Reimbursement:

You must have your supervisor's written authorization (requisition/purchase order, etc.) prior to incurring an expense on behalf of ASAP. If authorization is not obtained, the expense will not be reimbursed. To be reimbursed for all authorized expenses, you must submit an expense report/voucher accompanied by receipts and approved by the ASAP manager. Please submit your expense report/voucher each week as you incur authorized reimbursable expenses.

If you are asked to conduct company business using your personal vehicle, you will be reimbursed at the mileage rate pre-approved by the client. Submit the date and the number of miles on your employee time sheet. Please note that you will not be reimbursed for your driving time or mileage to and from work. It is the employee's responsibility to find means of transportation to and from work. Prior authorization must be obtained for mileage reimbursement prior to incurring the mileage.

Employee Accidents/Incidents:

Federal Law (OSHA) requires that we keep records of all illness and accidents which occur during the workday. The Michigan State Workers Compensation Act also requires you to report any illness or injury on the job. When an employee is injured at a work site, he must report it immediately to the onsite manager as well as ASAP.

Gifts:

Advance approval from management is required before an employee may accept a gift of any kind from a client or patient. Employees are not permitted to borrow money from clients or their assigned client under any circumstances. Failure to abide by these guidelines will result in immediate dismissal.

Resolving Problems:

Whenever you have a problem or complaint, we expect you to communicate it to ASAP directly. We recommend the following steps:

- I. First talk to your supervisor. She is most familiar with you and your job and is, therefore, in the best position to hear your issues, hear your suggestions and work out an acceptable solution. If a solution cannot be reached, they will discuss your problem/complaint with upper management to reach a resolution.

Life-Threatening Illnesses:

ASAP recognizes that employees with a life-threatening illness, including but not limited to cancer, heart disease and AIDS, may wish to continue to engage in as many of their normal pursuits as their condition allows, including work. These employees must be able to meet acceptable performance and workplace standards of ASAP clients. Performing required job functions of each respective position must not exacerbate an employee's medical condition. Medical evidence, and a physician's release must indicate that their condition is not a threat to them or other workers or clients.

Personal Phone Calls:

Employees on work assignments can be reached through the ASAP office for emergency calls regarding illness or injury to family members. Management will relay the message to the employee at his work site. It is a HIPPA violation to take your cell phone into your workplace. Please leave them in your car or elsewhere while you work.

The employees of ASAP are prohibited from using the client's telephone, computer, fax machine, Internet service, copy machine or other business machines for personal use. The employee may use the telephone or fax machine if it relates to their job and the client's needs. Failure to do so may result in disciplinary action. Any unauthorized telephone calls will be billed to the employee and deducted from their next payroll check.

Smoking:

ASAP discourages its employees from smoking. Smoking is regarded as a poor health habit which can detract from performance and is often offensive to clients and/or patients. While we cannot regulate employee conduct off the job, we feel it is our responsibility to provide a workplace free of exposure to hazardous substances. We have therefore established our business and the client's work sites as a smoke-free environment. All employees are expected to abide by this policy while on work assignments and smoke only in designated areas while at ASAP or on ASAP work assignments.

Solicitations & Distribution:

Solicitation for any cause during work time and in work areas is not permitted. You are not permitted to distribute non-company literature in work areas at any time during working time. Working time is defined as the time assigned for the performance of your job and does not apply to break periods and meal times. Solicitation during authorized meal and break periods are not permitted to sell chances, merchandise or otherwise solicit money or contributions without management approval.

Resignation/Termination:

ASAP hopes that you will give at least 2 weeks notice in the event you intend to leave our employ. ASAP does not pay severance pay or any accrued benefits such as sick and personal time. When you leave ASAP, you will be paid for actual hours worked only. If an employee quits without written notice, their final paycheck is mailed to the last address as indicated in the payroll system.

Criminal History Checks:

All applicants are required to sign an authorization form allowing ASAP to obtain information from the State Police or other criminal history databases. All information received will be held in the strictest of confidence and placed in the employee's personnel file.

Theft:

Theft is a serious problem for ASAP. Although taking small items from ASAP property/clientele's office may seem inconsequential, the cumulative effect can be very large. Stealing from the company or clients will not be tolerated by ASAP. Whenever presented with a suspected case of theft, we will immediately suggest that the client notify its local law enforcement organization for an investigation and vigorously pursue charges that are appropriate. We consider property theft to be the unauthorized use of company services or the taking of any company property for personal use. The following list of examples is not all-inclusive, but provides illustrations of several activities that are unacceptable:

1. Use of company copy machines or fax machines for personal use. The office copiers and fax machines are not provided as a free service to employees. If you wish to use a company copier or fax machine for personal use, please follow the established procedure for reimbursement of ASAP. Failure to do so is a form of property theft.
2. Use of computers and Internet services. ASAP's computers and Internet services are to be used exclusively for ASAP business purposes during designated hours of operation only unless you receive permission from your supervisor and arrange to reimburse ASAP. Permission will be given for the use of personal computers during nonbusiness hours so long as employees record all time, for which they will be charged, and supply their own diskettes.
3. Use of client's telephone for personal use (local, long distance, 800 type calls and 900 type calls). Any unauthorized telephone calls will be billed to the employee and deducted from their next paycheck.

Your signature accepting employment at ASAP indicates you as an ASAP employee accept responsibility to pay for unauthorized use of ASAP computers, copy machines, fax machines, internet services, telephones and other business equipment and instruments either directly (cash payment full) or via garnishment of wages (payment full). Any equipment needing repair or replacement will be the soles responsibility of the employee.

Visitors:

Our insurance coverage and good common sense prohibits employees to have visitors or children at ASAP offices or attend work assignments with ASAP employees during work assignments.

Violations of Policy:

You are expected to abide by the policies in the Handbook. Failure to do so will lead to appropriate disciplinary action. A written record of all policy violations is maintained in each individual's personnel file.

WAGE & SALARY POLICIES

It is ASAP's desire to pay wages that are competitive in the marketplace in a way that will be motivational, fair and equitable with respect to individual and company performance and in compliance with all applicable statutory requirements. ASAP will submit payroll only when the employee provides a time slip signed by the client where work was performed.

You are employed by ASAP and will be carried directly on our payroll. No person may be paid directly out of petty cash or any other such fun for work performed. ASAP is not a lending institution. The only exception to this policy is where a contract relationship exists with a bona fide contractor and a written document explains the payment/payroll criteria and terms.

Basis for Determining Pay:

Your pay is influenced by several factors:

1. The nature and scope of the job
2. What other employers pay their employees for comparable job.
3. Individual performance.
4. Contract with the client for the assignment.

Error In Pay:

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, contact the Payroll Department and the necessary steps will be taken to research the problem. If there is a discrepancy in excess of \$50, a manual check will be prepared within 5 business days. If there is a discrepancy of less than \$50, the payment will be made on the next payday. If the discrepancy is due to the employee not following protocol, then the error will be refunded on the next paycheck.

ASAP is required to make certain deductions from your paycheck. Among these are federal, state and local taxes and your contribution to Social Security. These deductions will be itemized by ASAP's payroll department on your check stub. The amount of the deduction may depend on your earnings and on the information you furnish on your W4 form regarding the number dependents/exemptions you claim. Any change in name, address, telephone number, marital status or number of exemptions must be reported immediately to ensure proper credit for tax purposes. The W2 form you receive for each year indicates precisely how much of your earnings were deducted for these purposes. W2 forms are sent by ASAP's payroll department and will be mailed before January 31" of each year.

Any other mandatory deductions to be made from your paycheck such as court-ordered attachments, garnishments, etc., will be explained whenever ASAP is ordered to make such deductions. Some states may require payroll deductions not required by the State of Michigan.

Replacement Payroll Checks:

Payroll checks will be mailed on Thursdays. If you have not received your paycheck in the mail by the following Tuesday, please contact the office (517)394-3358. You will be asked if you have had a change of address, have had a forward mail request sent to the post office, have a family member picking up your mail, or any other reason why your check should not be delivered to the address in the payroll data base. If it is necessary to write a replacement check, you will be charged for the stop payment fee at the bank and another check will be issued 24 hours after the stop payment has been made.

Holidays:

All "non-exempt" employees will be paid 1.5 times their hourly rate for the hours worked on a holiday. Recognized holidays include New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. You may take time off to observe your religious holidays. Notify management at the beginning of each month with availability.

Vacation Time:

ASAP offers its employees a Paid Time Off Program as follows: for every 480 hours an employee works after the introductory period, they are granted one paid day based on their daily scheduled hours.

Pay Period & Hours:

ASAP's payroll workweek begins on Monday at 12:01 am and ends on Sunday after the midnight shift ends.

Pay Cycle:

Payday is every other Friday for services performed for the 2-week period ending the previous Sunday's midnight shift. All time cards/charting must be in to the office by 9:00 am every Monday in order for the employee to be paid on Friday. Time cards that are not received at the office by the specified time will not be paid until the following pay period. Paychecks are distributed by ASAP office personnel via the mail or direct deposit. ASAP employees at the time of hire have their choice to receive their paychecks via direct deposit or the US mail.

Time Cards/Records:

By law, ASAP is obligated to keep accurate records of the time worked by "non-exempt" employees. This is done by written documentation. Your timesheet is the only way the payroll department knows how many hours you worked and how much to pay you.

Your time sheet indicates when you arrived and when you departed your work shift. The client or designated staff member must initial your timesheet each day and sign your time sheet on your last assignment day or at the end of the pay period. Your timesheet must be filled out completely and be legible; if not, you run the risk of not being paid in a timely manner. Timesheets must have BOTH employee and client signatures and date. A separate timesheet must be used for EACH office you are working in, and each office must verify and sign your timesheet.

*Falsification of your timesheet is immediate grounds for discipline up to and including termination.

All charting must be turned in to the ASAP office with timesheets by the stated time. You are responsible for your timesheet. If you make an error on your timesheet, management must make the correction and initial the correction. You will only be paid for the work hours assigned. Any additional hours must be approved, by the ASAP office. If you fail to turn in your timesheet by the due date and time for payroll preparation, you are at risk for having your paycheck delayed until a subsequent pay period.

No one may record hours worked on another's card. Tampering with another's timesheet is cause for disciplinary action, including possible dismissal of both employees. Do not alter another person's record or influence anyone else to alter your record for you. In the event of an error in recording your time, please report the matter to management immediately.

Wage Assignments (Garnishments):

Whenever court-ordered deductions and/or garnishments are to be taken from your paycheck, you will be notified. According to the Federal Wage Garnishment Act, 3 or more garnishments may be cause for dismissal.

Performance Reviews:

Your supervisor is continuously evaluating your job performance. Day-to-day interaction between you and management should give you a sense of how ASAP perceives your performance. However, to avoid haphazard or incomplete evaluations, ASAP conducts a formal review after 2080 hours of work is completed. A review may also be conducted in the event of a promotion or change in duties and responsibilities.

During formal performance reviews, management will consider the following things, among others:

- Attendance, initiative and effort.
- Knowledge of your work.
- Attitude and willingness.
- The quality and quantity of your work and our clients' rating of your performance.
- The conditions under which you work.

The primary reason for performance reviews is to identify your strengths and weaknesses in order to reinforce your good habits and develop ways to improve in your weaker areas. This review also serves to make you aware of and to document how your job performance compares to the goals and description of your job. This is a good time to discuss your interests and future goals.

Absences, Tardys, No-Call/No Show:

ASAP understands that from time to time it may be necessary for you to be absent from work. ASAP is aware that emergencies, illnesses or pressing personal business that cannot be scheduled outside your work hours may arise. Regular attendance and punctuality are essential for the efficient operation of

ASAP's client offices. Excessive absenteeism or failing to be punctual adversely affects the quality of our services and increases the workload of co-workers.

All employees must give ASAP at least a 90-minute notice prior to canceling their assignment/ hours of work. Failure to do so could make you ineligible to complete the assignment and/or any future assignments.

If you are unable to report to work or if you will arrive late, please contact the ASAP on-call staffing coordinator no later than 6:30am on the day of the assignment. The on-call coordinator may be reached at (517)394-6064. A call is required for each day of a missed assignment. Each client will also have a specific "Call-In Policy" that must be adhered to. An "absence" is a period of 4 hours or more. Absences could cause an employee to become ineligible to complete the assignment and/or any future assignments. Any absence from a work assignment for 2 consecutive days without notifying your supervisor or the ASAP office will be considered a voluntary resignation.

Failure to be punctual is defined as arriving after the official starting time or leaving before the official quitting time without advance approval. If an emergency arises and the employee needs to leave, they need *to* get approval from the ASAP office before leaving. Leaving a work assignment without approval or abandonment of duty without prior approval will be considered a voluntary resignation.

If you are absent because of illness for 2 or more consecutive days, the ASAP office will request that you submit written documentation from your doctor that you are able *to* resume normal work duties before you will be allowed to return *to* work. You will be responsible for any charges made by your doctor for this documentation. Management will record any absence or lateness, with a brief explanation, in your file.

When an employee accepts an assignment they are obligated to fulfill the assignment in its entirety. If you cannot be in *to* work you are *to* follow the "Attendance/Tardy Policy" for calling in. If an employee does not call in according *to* the policy or is a "No Call/No Show" to the assignment, the employee should understand that there will be disciplinary action taken including, but not limited to, termination from the assignment and/or ASAP.

Availability for Assignments:

At ASAP, employees that do not have an assignment must call the office (394-3358) by 8:30am on a daily basis to be considered for a position. If they fail to contact the office by 8:30am they will be considered not available for work on that day. It is the employee's responsibility to keep the ASAP aware of any situation that may cause them to not be available. If they fail to contact ASAP for 5 consecutive workdays to seek out possible assignments, it is considered that they are voluntarily resigning their position with ASAP.

If you are scheduled with an ASAP client and the client changes the schedule, you must contact ASAP immediately with the change. ASAP will communicate with the client directly to verify all changes, staffing requests and personnel placements.

Breaks/Rest Periods:

ASAP employees must clear all breaks and rest periods with the supervisor of the client's workplace they are assigned to. If there is a question, you should contact the ASAP office immediately to resolve the issue. ASAP employees must follow the "break period" guidelines of the client's workplace.

Lunch Period:

If you work longer than 6 hours continuously in a client's workplace, you are entitled to a lunch break. The time of your lunch period may vary depending on the client and the workload to be accomplished. When on assignment, employees are required to bring their own food and eat when time permits, or when deemed appropriate and when the lunch period does not interfere with business operations of the clients. Please treat the clients' break area as if you were a guest.

Unpaid Leaves of Absence:

Occasionally you may need to be temporarily released from the duties of your job with ASAP, but may not be wishing to submit your resignation. Under certain circumstances, you may be eligible for an unpaid leave of absence.

There are several types of unpaid leaves which you may be eligible for:

1. **Jury Duty**-It is your civic duty as a citizen to report for jury duty whenever called. If you are called for jury duty, please notify the ASAP Office as soon as possible. You must notify your supervisor within 48 hours of receipt of the jury summons. If there is payment for jury duty, you are entitled to whatever payment is offered by the Court.
2. **Family/Medical Leave of Absence** - In general, a leave of absence is an official authorization to be absent from work without pay for a specified period of time. Eligible employees may be entitled to job-protected family or medical leaves of absence if they are unable to come to work due to pressing family or medical concerns as described under the following Family/Medical Leave policy which shall be administered in accordance with applicable State and Federal Laws. Please ask a manager for a copy of the eligibility requirements when you are requesting a Family/Medical Leave of Absence.

Military Leave of Absence:

If you are a full-time employee and are inducted into the US Armed Forces, you will be eligible for reemployment after completing military service, provided:

1. You show your orders to your supervisor as soon as you receive them.
2. You satisfactorily complete your active duty service.
3. You enter the military service directly from your employment with ASAP.
4. You apply for and are available for re-employment within 90 days after discharge from active duty. If you are returning from up to 6 months active duty for training, you must apply within a reasonable time (usually 30 days) after discharge.

Military Reserves or National Guard Leave of Absence:

Employees who serve in US military organizations or State of Michigan sponsored militia groups may take the necessary time off without pay to fulfill this obligation and will retain all of their legal rights for continued employment under existing laws.

Personal Leave of Absence:

In very special circumstances, ASAP may grant a leave for a personal reason, but never for taking employment elsewhere or going into business for yourself. A personal leave of absence must not interfere with the operations of your department or ASAP. Your supervisor will submit your request to the appropriate member of management for final approval. A personal leave of absence may be granted for up to 30 days.

Injuries/Accidents:

All injuries, no matter how slight, must be reported immediately to your supervisor and an in-house Incident/Accident Report completed to assure consideration under Worker's Compensation Insurance should complications develop later. Prompt reporting is the key. Insure your right to benefits by reporting every injury, no matter how slight.

Unemployment Compensation:

If you become unemployed, you may be eligible for unemployment compensation, under certain conditions, for a limited period of time. Please note, however, that as a short-term staffing agency, ASAP can only offer assignments if businesses, industry or governmental agencies request our service. Our ability to offer employment is directly dependent on our client's needs.

SUBSTANCE ABUSE

ASAP is committed to providing its employees with a safe workplace and an atmosphere, which allows them to protect inventory and other assets placed in their care. ASAP employees should not be subject to any safety threats from fellow workers. You are expected to be in suitable mental and physical condition while on work assignment, allowing you to perform your job effectively and safely.

Whenever use or abuse of any mood altering substance (such as alcohol or other drugs) interferes with a safe workplace, appropriate action must be taken. ASAP has no desire to intrude into its employees' personal lives. However, both on-the-job and off-the-job involvement with any mood altering substances can have an impact on our workplace and on ASAP's ability to achieve its objectives of safety and security.

Therefore, you are expected to report to the workplace with no mood altering substances in your body. While you may make your own lifestyle choices, ASAP cannot accept the risk in the workplace which substance use or abuse may create. The possession, sale or use of mood altering substances at the workplace, or coming to work under the influence of such substances, shall be a violation of safe work practices and will be subject to disciplinary action, including dismissal.

ASAP has a vital interest in maintaining safe, healthful and efficient working conditions for its employees. Being under the influence of a drug or alcohol on the job may pose serious safety and health risks not only to the user but to all those who work with the user, as well as our customers.

ASAP also recognizes that its own health and future are dependent upon the physical and psychological health of its employees. Accordingly, ASAP has established the following guidelines with regard to use, possession or sale of alcohol or drugs:

1. ASAP will maintain pre-employment screening practices designed to prevent hiring individuals who use illegal drugs or individuals whose use of legal drugs or alcohol indicates a potential for impaired or unsafe job performance.
2. The manufacture, possession, use, distribution, sale, purchase or transfer of, or being under the influence of alcohol or illegal drugs is strictly prohibited: while on ASAP premises or while performing company business.

3. Employees will not be permitted to work while under the influence of drugs or alcohol. Individuals who appear to be unfit for duty may be subject to an immediate medical evaluation, which may include drug or alcohol screening. Refusal to comply with a fitness-for-duty evaluation may result in disciplinary action up to and including discharge.
4. Off-the-job drug or prescription drug use which could adversely affect an employee's job performance or which could jeopardize the safety of a client, the public or company facilities, or where such usage could jeopardize the security of company finances or business records, or where such usage adversely affects customers' or the public trust in the ability of the company to carry out its responsibilities will not be tolerated. Employees who are involved in or suspected of involvement in off-the-job activity or use/abuse of (prescribed medications that affect their workplace performance will be considered in violation of this policy.
5. Employees undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this treatment to their Director of Operations or higher level Manager through their personal physician.

ASAP recognizes that alcoholism/drug abuse is a form of illness that is treatable in nature. The company shall not discriminate against employees based on the nature of their illness. No employee shall have their job security threatened by their seeking of assistance for a substance abuse problem. The same consideration for referral and treatment that is afforded to other employees having non-drug/alcohol related illnesses shall extend to them. However, an employee is not permitted to be at work if their work performance can be adversely affected by either alcohol or drugs. Absent any potential adverse effects while at work, ASAP shall make:

1. Every effort to provide an early identification of a substance abuser, to work with and assist the employee in seeking and obtaining treatment without undue delay.
2. Every effort for early identification of the substance abuser based upon job performance and related criteria, as well as resulting impairment on the job from the job activities. The supervisor of the employee shall bring such information to the attention of the designated representative for further evaluation. An employee, who voluntarily seeks treatment for a substance abuse problem which requires a leave of absence for treatment, shall be granted such leave of absence and further shall be eligible for benefits under the specifications of the existing insurance policy.

Nothing in this policy is construed to prohibit the corporation from its responsibility to maintain a safe and secure work environment for its employees or from invoking such disciplinary actions as may be deemed appropriate for actions of misconduct by virtue of their having arisen out of the use or abuse of alcohol or drugs.

STANDARDS OF CONDUCT

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively and harmoniously. At ASAP, we hold ourselves to a high standard of equality. By accepting employment with us you have a responsibility to ASAP and to the clients/families we serve to adhere to certain rules of behavior and conduct. The purpose of these rules are not to restrict your rights but rather to be certain that you understand what conduct is expected and necessary.

Disciplinary Actions/Unacceptable Activities:

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. If you have any questions concerning any work or safety rule or any of the unacceptable activities listed, please see management for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

- Willful violation of any company rule; any deliberate action that is extreme in nature and is obviously detrimental to ASAP's efforts to operate profitably.
- Willful violation of security or safety rules or failure to observe safety rules.
- Negligence or any careless action which endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while at work; possession or sale of controlled substance drugs in any quantity while on company premises or on clientele's premises, except medications prescribed by a physician which do not impair work performance.
- Unauthorized possession of dangerous or illegal firearms, weapons or explosives on company or clientele's property or while on duty.
- Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on company premises or when representing ASAP; fighting, horseplay, provoking a fight on company property, or negligent damage of property- either at ASAP's office or a client's premises.
- Insubordination or refusing to obey instructions properly issued by your supervisor pertaining to your work; refusal to help out on a special assignment.
- Threatening, intimidating or coercing clientele (violating a client's rights) at any time, for any purpose.
- Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of company property, or the property of client/patients in any manner.
- Theft of company property or the property of client/patients; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reasons; using company equipment for profit.
- Dishonesty, willful falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by ASAP; alteration of company records or other company documents.
- Violating the non-disclosure agreement; giving confidential or proprietary ASAP information to competitors or other organizations or to unauthorized ASAP employees; working for a competing business while an ASAP employee; breach of confidentiality or personnel information.
- Behavior designed to create discord and lack of harmony; willfully restricting work output or encouraging others to do the same.

Dismissal:

Employment and compensation with ASAP is "at will" in that you can be terminated with or without cause, and with or without notice, at any time, at the option of either ASAP or yourself, except as otherwise provided by law. If your performance is unsatisfactory due to lack of ability, failure to abide by ASAP rules or failure to fulfill the requirements of your job, you will be notified of the problem. If satisfactory change does not occur, you may be dismissed.

The employment relationship between ASAP MedStaff and each of our employees is employment "at will". Just as any employee is free to end his employment with ASAP MedStaff at any time for any reason, ASAP MedStaff in its sole discretion, may terminate an employee's employment at any time, for any reason, without prior notice or warning.

This employee handbook is intended to provide information regarding ASAP MedStaff's employment practices and policies. This handbook and the practices and policies it refers to may or may not be followed in certain instances, and are subject to change at any time, without notice, at ASAP MedStaff's sole discretion. This handbook does not constitute a contract or obligation on the part of the company and does not guarantee employment for any specific duration.

ACCESS AND CONFIDENTIALITY AGREEMENT

"Confidential Information" includes information relating to:

Any individuals Protected Health Information (PHI) which is information that identifies and individual (name, social security number, account number) etc.) and is created or received by a health care provider, health plan, or healthcare clearing house is transmitted or maintained in any medium (i.e. electronic medical record, paper, oral) and related to the past, present or future physical or mental health condition or payment for the provision of care (including medical records, conversations, admitting information, and patient financial information).

Employees (including medical records, compensation, benefits, employment records and disciplinary actions).

ASAP MedStaff's or client's specific information (including financial and statistical records, strategic plans, internal reports, memos, contracts, communications, proprietary computer programs and technology); and

Proprietary third-party information (including computer programs and technology, client or vendor information).

I understand and agree as follows:

As a member of the workforce, I may learn of or have access to Confidential Information through computer systems (including but not limited to patient care information systems, other clinical and financial information systems, the patient record, and the claims system) or through my employment.

I will use Confidential Information/PHI only as minimally necessary to perform my legitimate job duties, as well as safeguard and limit access to any PHI in any medium (including written, oral or electronic formats).

I will safeguard and will not share my access code or other authorization for access to Confidential Information or any Confidential Information/PHI.

I will protect any and all PHI obtained as a member of the workforce, even after my employment or association has ended with ASAP MedStaff and its clients.

I understand the organization may routinely monitor and audit access to information regarding, but not limited to, employees, physicians and patients, their relatives, public figures, and VIP's for appropriateness of access to such information as it relates to my legitimate duties.

I will sign off the computer when I leave the computer system.

I understand that I am responsible for all activity logged under my password. I understand that I must log off before another user may use the computer.

I will notify my supervisor immediately if I suspect or learn that my access code, other authorization for access to Confidential Information or any Confidential Information has been misused or disclosed without proper authorization. I understand the purpose of this notification is to protect confidentiality by having my unique information system access code(s) changed.

My employer or its client may, at any time, revoke my access code or other authorization for access to Confidential Information.

A violation of this Agreement will subject me to discipline, including, if warranted, termination of employment.

I understand that violation of my duties may independently constitute a violation of applicable criminal/civil laws.

EMPLOYEE PROFESSIONAL CONDUCT

Professional conduct is addressed in your Employee Handbook. It is mandatory that you read this material before you begin an assignment. If you have any questions, please contact any office team member at ASAP MedStaff.

Please Remember!

Never ask anyone at the facility for medical advice for yourself or family members.

Do not seek medical care from a client, if the client is your medical care provider, please let us know before we put you on the assignment.

Never ask for drug samples or prescriptions.

Never accept drug samples or prescriptions.

Never accept any type of gifts without prior authorization from ASAP MedStaff.

Always punch out for lunch even if it is a drug rep. lunch and you have been authorized to attend. Never use

Internet or computers for personal use.

Do not leave your cell phone on while at work; you may use our office phone number, as your emergency contact and we will relay all messages to you.

Never use the client's phone for personal use.

If something seems morally questionable, call ASAP MedStaff and ask for direction.

All personal employment arrangements (wage, hours, etc.) should be kept private and handled by ASAP management only.

Whenever collecting a specimen, the specimen bottle must be labeled while in visual contact with the patient.

These are very serious rules of professionalism. You have read these rules and agree that you understand and will follow them at all times.

If one of these rules is violated, termination for serious breach of professionalism will be carried out. If the action violates state law, criminal charges will be pursued.