



EmPower Nursing and Allied Solutions, Inc.

**TRAVELER
EMPLOYEE HANDBOOK
Revised 11.5.18**

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Welcome to EmPower Nursing and Allied Solutions!

On behalf of your colleagues, I welcome you to EmPower Nursing and wish you every success here.

We take great pride in providing a work environment that is challenging, enjoyable, and rewarding. We expect each employee to be a major contributor to the team, to treat one another with respect and consistently convey an optimistic “can do” attitude.

“Guiding success by empowering you to achieve personal & professional growth”. Our core values are that we incorporate into our daily work and daily lives:

Transparency in everything you do
Clear your mind of can't
Mutual respect & Unity
Collaboration & open feedback
Be authentic & Value others opinion
Pay it forward
Positive action always generates inspiration

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Please familiarize yourself with the contents of the Employee Handbook as soon as possible and ask questions on sections you don't understand. This handbook is based off Oregon Laws- if you live in another state, those state laws will apply.

We hope that your employment here will be a long and successful partnership with us. I realize you have many choices for staffing employment and you chose us for a reason. Your employment here is what you put into it. I will make every effort to inspire, motivate, develop and empower you to be the very best you can be...the rest is up to you!

Sincerely,

Dawn Whitney
CEO

INTRODUCTORY STATEMENTS

Welcome: Welcome to EmPower Nursing and Allied Solutions. This handbook is designed to acquaint employees with EmPower Nursing (the “Company”), and to provide information about our employment practices. Employees should read, understand, and comply with all provisions of this handbook. However, this handbook is not a contract and does not create any contractual obligations. In addition, no employee handbook can anticipate every circumstance or question about the Company and its policies. Therefore, the Company reserves the right to revise this handbook from time to time, with the exception of its at-will employment policy. This handbook is based on Oregon laws, however if you reside in another state, you will be governed by those state laws.

Changes in Policy: Since our business is constantly changing, the Company expressly reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy of at-will employment as described below. Nothing in this employee handbook or in any other document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee. Any changes to your at-will employment status, described below, must be in writing and must be signed by the Company.

With respect to all other changes to Company policies, we will notify you of these changes in writing. No oral statements or representations can in any way alter the provisions of this Handbook. Changes will be effective on dates determined by EmPower and you may not rely on policies that have been superseded.

If you are uncertain about any policy or procedure, please check with your manager.

At-Will Employment: All employment with the Company is “at-will.” This means that either the employee or the Company can terminate the employment at any time, for any reason or for no reason, with or without advance notice. All employees, whether introductory, regular, or temporary, are at-will employees. Only an Officer of the Company has the right to amend this at-will policy. Any amendments must be in writing, and signed by an Officer of the Company.

EQUAL EMPLOYMENT OPPORTUNITY & AMERICANS WITH DISABILITIES ACT

EmPower Nursing is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available persons in every job. Company policy prohibits unlawful discrimination based on race, color, creed, gender (including gender identity and gender expression), religion (all aspects of religious beliefs, observance or practice, including religious dress or grooming practices) marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition (including cancer or a record or history of cancer, and genetic characteristics), sex (including pregnancy, childbirth, breastfeeding or related medical condition), genetic information, sexual orientation, veteran status or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee, unless undue hardship would result.

The Company is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to **all** persons involved in Company operations and prohibits unlawful discrimination by any employee of the Company, including supervisors and coworkers.

BUSINESS HOURS & CONTACT INFORMATION

Business Hours:

Mon-Fri 8:30am – 5:30pm PST (Staff in office Mondays and Thursdays)

Portland Location

1155 SW Morrison Street

Portland, OR 97205

Phone: 971-703-4571

Fax: 971-275-1460

Frequently Requested Department Email Addresses:

Payroll Team

timesheets@empowernas.com

Accounting/Benefits/HR/Injury Reporting

accounting@empowernas.com

EMERGENCY CONTACT INFORMATION

Work Related Injury or Illness

In case of a work-related injury or illness, call 971-703-4571 EXT 101 and follow the prompts to be connected with the after hours personnel. Also, contact your Recruiter as soon as possible

After Hours Emergency

If you have an after hours emergency situation, contact 971-703-4571 EXT 101 and follow the prompts to be connected with the after hours personnel. An after hours emergency is defined as a situation that needs to be handled prior to scheduled travel or a scheduled shift the next business day.

EMPLOYMENT PRACTICES

On Site Details of your Assignment: Before you start working on the unit, you will attend an Orientation at the hospital you will be working at. Each hospital has its own set of rules, regulations and policies and these will be addressed at Orientation. You are encouraged to ask questions during this time so you are set up for success and understand what is expected of you. **Please note you must present a photo ID when you arrive at the hospital.**

Ethical Behavior: You are a professional representative of EmPower Nursing & Allied Solutions while on assignment. You are expected to adhere to the moral and ethical standards consistent with your occupation during your employment. You are expected to avoid situations, whether on duty or not, to avoid activities that might compromise the integrity or reputation of EmPower and your profession.

Electronic Signatures: EmPower requires its travelers to complete and electronically submit documents necessary for onboarding you as an employee. Signing these documents in this manner is legally equivalent to providing a handwritten signature. There are occasions when a facility will require a handwritten signature as part of their own policy. EmPower will honor these facility requirements as needed.

Maintaining Current Certifications/Documents: Your recruiter or compliance specialist will discuss the qualifications, certifications, licensure, etc. needed for your assignment. It is your responsibility to make sure these documents are current and they are received by the compliance specialist prior to your start date. It is also your responsibility to keep your documents current throughout your assignments. Failure to maintain current documents may result in immediate termination of your assignment. EmPower utilizes an online third party resource called **Prophecyhealth.com** for administering competency tests, OSHA and Joint Commission required assessments.

OSHA/Joint Commission Requirements: Ongoing OSHA/Joint Commission training is required. Training must be completed before you start your first assignment and periodically afterward. In addition, you must receive training from the facility on topics such as HIPAA Privacy, Infection Control, Bloodborne Pathogens, Environmental Safety and Hazardous Materials.

Workers Compensation Policy: EmPower complies with federal and state Workers' Compensation laws whose purpose is to promote the general welfare of people by providing compensation for accidental injuries or death suffered in the course of employment. These laws are designed to provide protection to workers suffering occupational disabilities through accidents arising out of, and in the course of employment. You are entitled to file a claim for any work-related injury or illness. Your claim may be accepted to denied by the Company's insurance carrier. If denied, there are appeals processes varying from state to state. The insurance adjuster assigned to your case can explain these processes.

Termination: Employment with the Company is at-will and can be terminated by the employee or the Company at any time, with or without advance notice, and with or without cause. If an employee finds it necessary to resign, the Company requests that the employee provide, if

possible, an adequate amount of notice to his or her manager to aid in rescheduling the employee's workload. Absent extraordinary circumstances, when an employee has been absent for three days and has not contacted his or her supervisor, the Company will assume that the employee voluntarily terminated his or her employment as of the end of the third missed day. An employee must return to his or her supervisor all Company-furnished tools, equipment, keys and other property prior to the last day of employment. All confidential information received while employed with the Company belongs solely to the Company and must be kept confidential even after the employment has ended. Arrangements for clearing any outstanding debts with the Company and receiving a final paycheck should be made with the employee's supervisor.

Workplace Incidents: If you are involved in a workplace incident, it is important to follow these steps:

1) Medical Emergency

- a. Assess injuries and get emergency assistance if required. All Bloodborne exposures from unknown sources are considered an emergency.
- b. Notify your Direct Supervisor and your Recruiter
- c. Notify EmPower Work Comp contact at **971.703.4571 Ext. 103** or email accounting@empowernas.com to self report. We will ensure your claim is properly filed and will be able to assist you throughout the process. A drug screen may be required.
- d. Failure to promptly report injuries could affect your eligibility for benefits. All injuries must be reported within 24 hours, even if you do not seek medical attention immediately.
- e. Prior to returning to work after an injury, you must provide EmPower with a physician statement stating your eligibility to return to work. The physician statement will specify a return to work date and include any applicable restrictions.

2) Sentinel Event

- a. A Sentinel Event is an unexpected occurrence involving death or serious physical or psychological injury, specifically including loss of limb or function.
- b. Sentinel Events require the need for immediate investigation and response.
- c. It is important that these events be reported to your Recruiter as soon as you become aware of them. These issues may also be reported to the Joint Commission directly. Information can be found at www.jointcommission.org.
- d. Neither the client organization nor EmPower will take disciplinary or retaliatory action against any employee who reports such events in this manner.

BENEFITS

Aside from those benefits required by state and federal regulations, EmPower Nursing also offers additional benefits for its full-time employees. From time to time, benefits may be added or deleted from the benefits package. The Company reserves the right to make such changes. This Handbook does not contain the complete terms and/or conditions of any of the Company's current benefit plans. It is intended only to provide general explanations. For information regarding employee benefits and services, employees should contact their manager.

Weekly Pay – The Company’s workday is midnight to midnight and its work week is Sunday through Saturday. The standard work hours for all regular full-time employees who are nonexempt are either 36 or 40 hours per week, depending on client organization schedule, exclusive of the meal period. Regular paydays for all employees are weekly every Friday following the previous pay period. This is assuming that your timesheet is received no later than the prior Sunday. If your timesheet is incomplete or not received, your paycheck may be delayed until possibly the next pay period. All employees are paid by check or direct deposit on the above-mentioned payday. If the regular payday falls on a Company holiday, employees will be paid on the last business day before the holiday and/or weekend. The Company prohibits pay advances and extensions of credit on unearned wages.

401k Retirement Plan - The Company offers a retirement savings plan in which employees may contribute on a salary deferral pre-tax, 401(k) or Roth contributions. Eligibility criteria for this benefit are described in the Summary Plan Description for the retirement plan. All full-time employees are eligible to participate in the retirement savings plan.

- **Insurance Benefits** – The Company offers the following group health insurance benefits to regular full-time employees, after meeting the eligibility requirements of each individual plan: Medical and Vision are through Regence. Dental is through MetLife. Employees should consult the individual plan for details. Cost of health, vision and dental coverage is shared with the employer covering 50% and the employee 50% of the premium. Premiums are spread out and deducted over each paycheck. Coverage is effective on the first day of the month following date of hire. The 50% cost benefit is for the employee only but coverage is available to employee, spouse and/or dependents, if desired.

Referral Bonuses – EmPower provides our travelers with monetary rewards when you recruit other nurses to work with us. You can discuss details of this program with your Recruiter. You will receive your referral bonus after your referred nurse has completed a 13 week assignment with the company.

Social Security Benefits (FICA) - During your employment, you and the Company both contribute funds to the Federal government to support the Social Security Program. This program is intended to provide you with retirement benefit payments and medical coverage once you reach retirement age.

Unemployment Insurance - The company pays a state and federal tax to provide employees with unemployment insurance coverage in the event they become unemployed through no fault of their own or due to circumstances described by law. This insurance is administered by applicable state agencies, who determine eligibility for benefits, the amount of benefits (if any), and duration of benefits.

EMPLOYEE CONDUCT

The Company expects its employees to act in a professional and respectful manner at all times. Examples of conduct that may lead to disciplinary action are identified below. However, it is impossible to provide an exhaustive list of types of inappropriate conduct. The following list

contains some, but not all, examples of conduct that may lead to discipline, up to and including termination. Nothing in this policy alters the at-will nature of employment with the Company.

- Unsatisfactory job performance;
- Unexcused absence;
- Violation of work rules;
- Tardiness;
- Unauthorized possession or removal of property;
- Use or possession of illegal drugs or alcohol while at work or appearing for work under the influence of drugs or alcohol;
- Failure to observe safety regulations;
- Harassment of other employees;
- Unprofessional attitude;
- Insubordination;
- Dishonesty (including falsification of a document or misrepresentations);
- Unauthorized possession of firearms, or any dangerous weapons or explosives on Company property;
- Disclosure of proprietary information; and
- Failing to comply with any policy in this handbook.

Dependability: Your services are critically needed by our client organizations. Travelers that are unreliable put additional stress on the client and staff and can cause damage to the relationship EmPower has with its clients. We reserve the right to terminate any employee who is deemed unreliable, including no-call no-show to work, unexcused absences, excessive absences, excessive requests for schedule modification, unprofessional attitude or other similar activities that result in substantiated complaints from our client organizations.

Work Rules: Be sure to arrive on time and complete all assigned work hours within your contracted assignment. You are subject to the direction and supervision of the client organization and must abide by the rules and regulations of the facility in which you are working.

Floating: All clients will have a requirement that their Travelers float to other units as needed and where competent. EmPower expects every Traveler to conform to the clients float policy.

Dress Code: This will vary from facility to facility; EmPower travelers should always adhere to the dress code policies of the client facility. In addition, the following guidelines should be followed:

- Uniforms should be neat and clean
- Shoes should be clean and in good condition
- Hair must be clean, neat and worn in a professional style
- Nametag should be worn at all times
- Basic personal hygiene is expected and perfume/cologne should be worn in moderation
- Artificial nails are not permitted
- Licensed personal should have their license and certifications with them while on duty

- Simple jewelry is appropriate; always keep in mind that ornate or excessive jewelry can make infection control more difficult

Confidentiality: Travelers must maintain patient confidentiality, including confidentiality pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Travelers are also required to maintain confidentiality of EmPower and Client's proprietary business practices and information. Any EmPower employee who violates this policy is subject to disciplinary action – up to and including termination of assignment and termination of employment with EmPower.

Use of Technology: While on assignment you will likely have access to the facility's fax, email, computers, internet access, telephone and voicemail systems which are all in place to assist you in doing your job efficiently and productively. Always keep in mind that these systems are to be used exclusively for work purposes and the facility retains the right to intercept, monitor, copy, review, and download any communications or files created or maintained by its Travelers while using such property. All of the Traveler's electronic communication will be held to the same standard as all other business communication including compliance with anti-discrimination and sexual harassment policies. EmPower and/or the facility management should be notified of any unsolicited and offensive materials received by the Traveler through use of these technologies. Compliance with this policy is a condition of employment.

Falsifying Records: EmPower is responsible for screening and assigning qualified candidates to our client facilities. We must verify the credentials and records of potential travelers. Altering or falsifying any timekeeping record, intentionally documenting another Travelers timecard, permitting someone else to sign your timecard, removing any timekeeping record from the designated area without proper authorization or destroying records will not be tolerated. Falsifying or omitting important information on any EmPower or client facility record is forbidden. Any individual who violates this policy will be subject to disciplinary action, up to and including termination.

Business Ethics: The Company expects its employees to act in accordance with the highest standards of business ethics at all times. This includes avoiding the appearance of impropriety. Employees are expected to abide by this policy and comply with all applicable laws while conducting Company business.

Solicitation: Solicitation and the distribution of literature by employees, or of employees, during working time are not permitted. Working time includes both the working time of the employee doing the soliciting or distributing and the employee to whom the solicitation or distribution is directed. Therefore, if either employee is working, solicitation and distribution are prohibited. Distribution of written solicitation material in working areas is prohibited at all times.

Conflicts Of Interest: Employees must avoid actual or potential conflicts of interest with the Company. This policy provides examples of prohibited conflicts of interest. An employee who has a conflict of interest with the Company may be subject to discipline, including termination. An employee should contact his or her supervisor with any questions about this policy. Prohibited activities include, but are not limited to:

1. Being an owner, employee, consultant or vendor to any business that competes, directly or indirectly, with the Company.
2. Having a direct or indirect financial relationship with a competitor, customer, or supplier; however, no conflict will exist in the case of ownership of less than 1 percent of a publicly traded corporation.
3. Engaging in any other employment or personal activity during work hours, or using the Company's name, logo, equipment or property, including stationery, office supplies, computers, telephones, fax machines, postage, and office machines, for personal purposes.
4. Soliciting Company employees, suppliers, or customers to purchase goods or services of any kind for non-Company purposes, or to make contributions to any organizations or in support of any causes.

Employment Of Friends And Relatives: The employment of friends and relatives in the same area of an organization may cause conflicts of interest and appearances of impropriety. In addition, personal conflicts may impact the working relationship of the parties. Although the Company does not prohibit the hiring of friends and relatives of existing employees, the Company is committed to monitoring situations in which friends or relatives work in the same office. In the event of an actual or potential problem, the Company's response may include reassignment or termination of one or both of the individuals involved. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage, or one who is a domestic partner. The Company desires to avoid misunderstandings, complaints of favoritism, claims of sexual harassment and employee dissension that may result from personal or social relationships amongst employees. Therefore, the Company asks that if employees become romantically involved with one another they disclose their relationship to an appropriate manager with whom they feel comfortable. This information will be kept as confidential as possible. For purposes of this provision, "romantically involved" will be interpreted broadly. The Company reserves the right to take necessary and appropriate action to resolve any potential conflict of interest arising out of romantic involvement among employees. Depending on the facts of the situation, such action may include reassignment or termination of one or both of the employees involved.

Discipline: Unsatisfactory performance may subject an employee to discipline. The nature of the discipline imposed will depend on the seriousness of the problem and the employee's record of performance, behavior problems, or safety violations. The Company always maintains the right to determine what disciplinary action is appropriate based on the facts of each case. Such discipline may include, but is not limited to, verbal warnings, written warnings, suspensions, and termination. Exceptions and deviations from the normal discipline procedures may occur whenever the Company determines it necessary. For example, some circumstances may warrant immediate termination without a warning or suspension. Under no circumstances does this policy alter the at-will nature of employment with the Company, nor require that employment may be terminated only for cause.

Respect For Others: The Company values the importance of healthy and respectful working relationships amongst its employees. In order to achieve a productive, efficient work environment, the Company requires its employees to treat one another with courtesy and respect.

The Company expressly prohibits its employees from engaging in disrespectful behavior such as: prying into the business of co-workers, making untruthful or negative statements about co-workers, making rude and unnecessary comments about co-workers, spreading rumors, and engaging in gossip. This behavior is a waste of time and detracts from each employee's job satisfaction and production. If an employee has a serious complaint about one of his or her co-workers, the complaint should be brought directly to the complaining employee's supervisor, and not discussed with other co-workers. Employees who do not observe this policy of courtesy and respect for co-workers will be subject to discipline, up to and including termination.

DRUG AND ALCOHOL SCREENING

The Company is committed to providing a safe, efficient, and productive work place by preventing unlawful drug or alcohol use. Certain positions within the Company may require an applicant to successfully complete a pre-employment drug and alcohol test at the cost of the Company. This test may occur after a conditional offer of employment has been made, and the offer of employment will be contingent upon the applicant's successful completion of the test. As new Clients are on boarded, drug screening may occur as part of the new engagement.

Reasonable Suspicion Testing: When a reasonable basis exists to suspect an employee of violating the drug and alcohol policy, the employee will be requested to immediately submit to a drug and/or alcohol test. Suspicion will be based on objective symptoms, such as factors related to the employee's appearance, behavior and speech. A reasonable basis may also exist if an employee is found to be in possession of illegal drugs, alcohol or paraphernalia connected with the use of an illegal drug. Possession of illegal drugs or alcohol is prohibited even if the employee has not used these substances. Testing may also be required if an employee is involved in an incident which results in serious injury to the employee or others, or which might have resulted in such injury. The results of all tests will be kept confidential. An employee has the right to refuse to be tested. However, employees who are directed to submit to an alcohol and/or drug test and who refuse may be subject to discipline, up to and including immediate termination.

Notice of Results: If the results of the employee's drug and/or alcohol test are positive, the Company will take disciplinary action which may include mandatory participation in the Employee Assistance Program, suspension or immediate termination. The disciplinary action will be based on the seriousness of the offense and the employee's past performance with the Company. If an employee returns to work after testing positive for drugs and/or alcohol, the employee may be required to consent to unannounced tests for drugs and/or alcohol for a two-year period as a condition of continued employment. An employee who tests positive may request a second test to be performed by a reliable drug testing agency, at the employee's expense.

Withdrawal of Job Offer: When a potential traveler has received a job offer that was contingent on the applicant passing drug and alcohol testing, offers for placement will be withdrawn.

WAGE POLICIES AND INFORMATION

Paydays and Direct Deposits: Employees are paid weekly via direct deposit into your savings or checking account. Pay details can be viewed via Intuit website. Your payroll representative will provide details on how to login in to the system.

Timesheets: Travelers will be paid for hours worked according to the authorized weekly timesheets. Federal and state law requires the Company to keep an accurate record of time worked for all nonexempt employees. The Company uses time cards to record time worked. Employee time cards are official Company records and must be accurately maintained. Completing another employee's time card or intentionally falsifying a time card is a serious violation of this policy and may result in immediate termination of employment. If a time card needs to be corrected, both the employee and the supervisor must initial the change on the time card to verify its accuracy. Approved timecards are due into payroll by 5:00pm every Sunday.

Temp-to-Hire: If you have received an offer of full time employment from an EmPower facility and you wish to accept, there is no fee to the client provided you have completed 2 13 week contracts at that facility. Reach out to your Recruiter immediately when such an offer is made.

Confidentiality: The terms of your assignment with EmPower are confidential and as important as patient confidentiality and client business practices. At no time during your assignment should you be discussing your pay package details, bonuses or any other form of compensation. Any employee who violates this policy will be subject to disciplinary action, up to and including termination.

Contracted Hours: Depending on the start date of your assignment, contracted hours may not be possible during the first week due to facility's Orientation schedule. During subsequent weeks, you will not receive your contracted hours if you call in sick or leave early voluntarily. If you are asked to leave early or your shift is cancelled, please call your Recruiter as soon as possible. If you notice you are not on the schedule to fulfill your contracted hours, it is your responsibility to discuss this with your manager immediately to let them know. If you do not receive your scheduled hours after your conversation, you must notify your Recruiter immediately.

Assignment Extensions: It is important to communicate assignment extension offers to your Recruiter immediately to ensure adequate time to work out the details of the extension and prepare a new contract agreement. You should also notify your Recruiter if you have received an extension offer and intend to decline.

WORKPLACE SAFETY AND HEALTH

Safety: The responsibility for safety extends to every employee working for the Company, and every employee must be safety conscious. All employees are required to immediately report any unsafe or hazardous condition or accident, no matter how minor, to a supervisor. The Company will make every effort to take corrective action as soon as possible. Failure to report an accident can result in a violation of legal requirements and may subject an employee to discipline, including termination.

Smoking: Oregon law prohibits smoking inside the Company's buildings. Smoking is permitted outside the Company's building at least 20 feet from the side entrances or in designated areas. Smoking is prohibited in company cars. An employee who violates this policy may be subject to discipline, including dismissal, and may also be subject to a fine imposed by the State of Oregon.

Violence Prevention: The Company has adopted the following policies to ensure the safety of its employees and to provide guidance on dealing with violence in the workplace. If qualified, an employee may provide first aid to injured persons when required.

Each employee is required to:

- Immediately report all indirect and direct threats of violence to a supervisor.
- Immediately report all suspicious individuals or activities to a supervisor.
- Never put himself or herself in peril.
- Immediately call 911 and seek shelter if the employee hears a violent commotion near his or her workstation.
- Cooperate fully with security, law enforcement, and medical personnel who respond to a call for help.
- Allow the CEO to respond to all inquiries from the media about violence on its premises so that the Company can speak with one voice.

Grievance Policy: If an employee has a concern or complaint about work conditions or job responsibilities, the employee is encouraged to voice these concerns openly and directly. If there is something about an employee's job that bothers him or her, or if an employee feels that he or she has not been fairly treated in accordance with company and/or client facility policies, the employee should report the problem first to his or her Recruiter. Employees find that most difficulties can be resolved in a satisfactory manner by bringing them out in the open and discussing them frankly with the people who can resolve them. Employees at all levels are encouraged to keep channels of communication open and flexible so that it is easy to solve any difficulties that may arise.

The following is the procedure that should be followed when an employee would like to report a grievance:

The issue should first be communicated directly to your Recruiter. You can do this verbally, or in writing. Your Recruiter will respond within 72 hours of receiving it. In most cases, the Recruiter will talk with the traveler personally in an attempt to resolve the issue. The Recruiter is responsible for documenting the complaint on the Grievance Form. If you do not feel the resolution is an acceptable one, you may submit a formal written grievance to the human resource representative. Your Recruiter will meet with an HR representative or Senior Management within seven days of receiving the grievance

and you will receive follow up within two days after the meeting. When necessary, the CEO of the company will make a final decision after reviewing the details of the grievance and proposed resolution. If you don't feel that a complaint has been resolved appropriately by the agency, you are encouraged to contact the Joint Commission directly without fear of retaliation.

- Online: [Submit a new patient safety event or concern](#). | [Submit an update to your incident](#). (You must have your incident number)
- Fax: 630-792-5636
- Mail: Office of Quality and Patient Safety

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

Unlawful Harassment: EmPower Nursing is committed to providing a work environment free of harassment, disrespectful or other unprofessional conduct. Company policy prohibits conduct that is disrespectful, unprofessional as well as harassment based on sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin or ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, Military and Veteran status or any other basis protected by federal, state or local law or ordinance or regulation. **All such conduct violates company policy.** The Company's anti-harassment policy applies to all persons involved in the operation of the Company and prohibits harassment, disrespectful or unprofessional conduct by any employee of the Company, including supervisors and managers, as well as vendors, customers, independent contractors and any other persons. It also prohibits harassment, disrespectful or unprofessional conduct based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes any harassing conduct that is prohibited by state and/or federal law, or by company policy.

The Company encourages all employees to report any incidents of harassment or other prohibited conduct forbidden by this policy **immediately** so that complaints can be quickly and fairly resolved. You also should be aware that the Federal Equal Employment Opportunity

Commission and the Oregon Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. Consult your telephone directory for nearest agency.

Complaint Procedure for Harassment claims: Employees who violate this policy will be subject to discipline, up to and including termination. In addition, if you as an employee are found guilty, you may be personally liable. Any employee who believes he or she has been unlawfully harassed or who has observed harassment or discrimination involving any other employee must notify EmPower as soon as possible. The company will investigate the matter and take warranted action under the circumstances. You have the right to complain without fear of retaliation. Both the state and federal governments have agencies charged with addressing unlawful discrimination in the workplace.

PERSONNEL ISSUES

Personnel Information & Privacy: The Company maintains a file for every employee. The file contains information pertaining to the employee's employment with the Company. It is every employee's responsibility to inform his or her supervisor immediately of any changes to the employee's personnel information, such as an address change or telephone number change. If an employee's marital status or dependents change, he or she may have to change the number of exemptions claimed for income tax withholding purposes and change dependent status with insurance plans. Please report any changes to your manager.

An employee's personnel file and records are confidential. Employees may contact our payroll representative to request a time to review their payroll records and/or personnel file. With reasonable advance notice, an employee may review his or her own records in the Company's offices during regular business hours and in the presence of an individual appointed by the Company to maintain the records. No copies of documents in your file may be made, with the exception of documents that you have previously signed. You may add your comments to any disputed item in the file.

If the Company receives a request for information from an employee's personnel records as part of court proceedings or government activities, it is the Company's policy to respond to all such requests to the extent it is required to do so by law. In all other situations including references, the Company will generally provide the employee's job title and verification of employment dates, unless the employee specifically authorizes the Company in writing to release additional information.

The Company is respectful of employee privacy. All employee demographic and personal information will be shared only as required in the normal course of business. Healthcare enrollment information is kept in a separate folder from other human resources forms. Workers' Compensation information is not considered private healthcare information; however, this information will be released only on a need-to-know basis.

The Company does not make or receive any private healthcare information through the course of normal work. If any employee voluntarily shares private healthcare information with a member of management, this information will be kept confidential. If applicable, the Company will set up

guidelines for employees and management to follow to ensure that company employees conform to the requirements of the Health Insurance Portability and Accountability Act (HIPAA).

Performance Evaluations: All regular employees will receive a formal performance evaluation on an annual basis. Informal reviews may also be conducted on a semi-annual basis, or in accordance with Performance Review Process, with goals set for the next review period. During the annual review, performance and salary reviews will take place. A performance review is not a promise of a raise or bonus, and appraisals are only one of the factors used to determine compensation. Increases may be granted any time it is considered appropriate, based on merit, increased responsibilities, or changes in market conditions. Valuation schedules may be changed at the Company's discretion. During the introductory period or after an employee is promoted or transferred, both the employee and the Company should make a special effort to evaluate whether the employee is right for the position. Successful completion of the introductory period, however, does not guarantee later employment or limit the Company's discretion with respect to assignments, corrective action or discharge. Employees are not guaranteed employment for the full duration of the introductory period. **At all times, employment remains on an at-will basis.**

OTHER COMPANY RULES

Company Property - Employees are not permitted to use any Company property for personal use, such as computers, labelers, copy machines, fax machines, postage meters, supplies, tools, vehicles, calculators, typewriters, or credit cards. During work hours, employees must minimize personal telephone calls. Personal telephone calls are permitted only when absolutely necessary.

When using Company property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines. An employee must notify a supervisor if any equipment, machine, tool, or vehicle appears to be damaged, defective, or in need of repair. Prompt reporting helps prevent possible injury to employees or others and deterioration of equipment. The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles may result in disciplinary action, up to and including termination.

In addition, all desks, lockers, offices, work spaces, credenzas, cabinets, e-mail, telephone systems, office systems, computer systems, Company vehicles and other areas or items belonging to the Company are open to the Company and its employees. **EMPLOYEES HAVE NO EXPECTATION OF PRIVACY IN ANY OF THESE AREAS.** Personal items and messages or information that an employee considers private should not be placed or kept in desks, lockers, offices, workspaces, credenzas, cabinets, e-mail, telephone systems, office systems, computer systems, Company vehicles and other areas or items belonging to the Company.

Technology Policy - The Company's information systems and technology resources, including all computer, e-mail, data and telecommunications hardware and software (referred in this handbook as the "Systems"), are critical to its business and success. The Systems are owned by the Company. All messages and other information communicated through the Systems are also the property of the Company. These Systems are to be used only to further the business purposes of the Company and should never be used in violation of any applicable laws. The Company

has the right to terminate any employee's access to and use of any of the Systems at any time with or without cause and with or without notice. The Company may also take disciplinary action in its sole discretion, including termination, for any use of the Systems that is not in accord with this policy or any other policies of the Company.

Confidential or proprietary information of the Company should not be sent externally through e-mail or other systems, except when absolutely necessary and only with the approval of the Company.

The Systems may never be used in any manner or method that is illegal, disruptive or offensive to others. The use of e-mail and internet access is for official business only. The Systems are governed by the Company's unlawful harassment policies and other policies in this handbook. The Systems may never be used for any activity that is a violation of any applicable law or for viewing, transmission, downloading, reproduction or copying of any pornographic, obscene, discriminatory or otherwise illegal matter. The Systems may not be used in violation of any applicable copyright, trademark or trade secret laws. Unless there is a legitimate reason to do so and the Company has approved the participation, the Systems may not be used to participate in chat lines, bulletin boards, internet mailing lists or Usenet newsgroups. Only software legally licensed to the Company or an employee may be installed and configured on individual computer systems. Installation of software may only be performed by authorized employees of the Company.

Employees should understand that they have **NO EXPECTATION OF PRIVACY** in connection with use of the Systems, including stored e-mail and voice mail messages. All messages created, sent, received or stored in these Systems are and remain the property of the Company. The Company reserves the right to retrieve and review any message composed, sent or received via the Systems.

Social Media Policy - The Company is committed to utilizing social media to enhance its profile and reputation, to listen and respond to customer opinions and feedback, and to drive revenue, loyalty and advocacy. We encourage employees to support our activities through their personal social networking channels while adhering to the guidelines outlined in this section. For the purpose of this section, social media and networking refers to the use of web-based and mobile applications for social interaction and the exchange of user-generated content. Social media channels can include, but are not limited to: Facebook, Twitter, LinkedIn, YouTube, blogs, review sites, forums, online communities and any similar online platforms.

Employees are expected to conduct themselves in a professional manner, to respect the views and opinions of others, and to demonstrate respect for the company, its ownership, clients, guests, vendors, employees and competitors. The Company and its employees are committed to conducting ourselves in accordance with best industry practices in social networking, to being responsible citizens and community members, to listening and responding to feedback, and to communicating in a courteous and professional manner. Behavior and content that may be deemed disrespectful, dishonest, offensive, harassing or damaging to the company's interests or reputation are not permitted. The use of social media channels on company time for personal purposes is not allowed.

Any social media contacts, including "followers" or "friends," that are acquired through accounts (including but not limited to email addresses, blogs, Twitter, Facebook, YouTube, LinkedIn, or

other social media networks) created on behalf of the Company will be the property of the Company.

Employees must not disclose private or confidential information about the Company, its employees, clients, suppliers or customers on social networks. Employees must respect trademarks, copyrights, intellectual property and proprietary information. No third-party content should be published without prior permission from the owner.

The Company maintains the right to monitor company-related employee activity in social networks. Violation of policy guidelines is grounds for discipline, up to and including termination.

Public Statements/Release of News - The Company's image affects our ability to attract and retain our clients. To maintain the Company's image, we expect any interview or statement requested by the media or any public entity concerning the Company be referred immediately to an Officer of the Company or to Human Resources. No employee may respond to any question by the media or public entity regarding the Company's policies, practices and actions without prior authorization. Employees are also expected to refrain from any implied or direct remarks that would disparage the Company, its services, clients or employees.



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EMPLOYEE HANDBOOK AT-WILL AND ACKNOWLEDGMENT FORM

I have received and read a copy of the Employee Handbook of EmPower Nursing (“Company”). In particular, I have read the policy on Unlawful Harassment as well as the Drug Screening policy. I agree to abide by these policies, as well as the other policies contained in the Handbook.

I understand and agree that my employment is at-will. This means that either the Company or I may terminate the employment relationship at any time, with or without cause or advance notice. I understand that only an Officer of the Company may change this at-will employment relationship, and then only if it is in writing. I agree that the Company may change, delete or add to any policies, benefits or practices described in the Employee Handbook from time to time at its discretion with or without prior notice, except for its policy of at-will employment.

Signature _____

Date _____

Print Name _____

