



# **ADVANTAGE**

## medical professionals

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healthcare staffing solutions

ADVANTAGE MEDICAL PROFESSIONALS, LLC

### **POLICIES AND PROCEDURES**

# POLICIES AND PROCEDURES

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**\*\*\*EMPLOYEE IS DEFINED AS EITHER CLINICAL/FIELD EMPLOYEE AND/OR OFFICE/ADMINISTRATIVE EMPLOYEE.**



# **Mission Statement**

Connecting quality healthcare professionals  
to achieve exceptional patient care.

# LEADERSHIP



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Leadership Roles and Structure**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 1**

**Effective: 01/28/09**

**Reviewed: 04/05/11, 04/03/13, 02/20/19, 12/03/20, 12/03/21, 11/03/22,  
10/03/23**

**Revised: 04/10/15, 01/04/17**

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### **Purpose**

Advantage Medical Professionals, LLC clearly defines the roles of administrative personnel and their responsibilities associated with their positions. Each leader has the necessary background, education, experience and training to perform their essential job functions. The structure of the administrative team can be found on the company's organizational chart.

### **Policy Statement**

Defined roles for administrative and management teams limit confusion on the part of the staff and clients in terms of decision making and accountability.

Clearly defining the chain of command reduces confusion when reporting items to the agency - whether it is a problem, issue or just informational items.

### **Procedure/Guidelines**

Each administrative and managerial person will have a job description on file.

The Chain of Command will be identified by the organizational chart.

The information contained within the job description or on the organizational chart is updated as changes occur and the employees are informed of any changes affecting them.

# Advantage Medical Professionals, LLC Organizational Chart

JOE SPITALE Chief Executive Officer/President															
Anna M. Chief Financial Officer/ Vice President		Tori C. HR Director	Paul C. Chief Operating Officer		Angela T. Director of Nursing	Melissa H. NOLA/BR/COV Area Staffing Manager				Lynn T. Vice President	Ashlie E. Credentialing Manager	Barbara L. Director of Travel			Rick J. Director of Client Relations
Jenn M. Office Manager	Tricia C. Bookkeeper	Robin L. Benefits Specialist	Faraj D. Director of Marketing	Anthony M. Director of Tech & Operations	Allison N. DON Support/ Quality Improvement Coordinator	Lisa W. Recr/Nurse Credentials NOLA Local	Chantel B. Staffing- Remote	Nikki T. BR Staffing- Lead	Jodi W. Cov Staffing- Lead	Marie M. Laf Staffing- Lead	Jessica J. Credentialing & Admin	Heather T. Client Services Mgr	Aerin S. Recruiter	Jay L. Recruiter	Roxanne Z. Client Relations Rep
Annette D. Accounting		Debra D. Admin Assist - PT	Gamela B. Marketing Coordinator	Bethany G. IT Support		Tina P. Recr/Nurse Credentials BR Local	Donna R. Staffing- Senior Wknd/ Evening	Gabby G. BR Staffing		Sandra C. Recr/Nurse Credentials Laf Local	Argetha M. Credentialing Specialist	Venus D. Admin	Crystal S. Recruiter	Pam C. Recruiter	
Christian B. Accounting			Theresa S. Marketing Associate			Sarah F. Credentialing Specialist/ Staffing	Stephanie H. Staffing			Shannon R. Laf Admin Assist	Bonnie N. Credentialing Specialist	Sommer S. Client Services Coord.	Barbie L. Recruiter	Katrina D. Recruiter	
Elaine A. Accounting							Carol P. Staffing- Remote				Dana P. Credentialing Specialist	Colleen P. Account Manager	Chris B. Recruiter	Nancy M. Recruiter	
Kerri M. Accounting											Kimberly L. Credentialing Specialist	Michelle J. Account Manager	Erica M. Recruiter	Melissa Hab. Contracts	
Musette Y. Accounting											Nataly B. Credentialing Specialist			Erin S. ES Team Lead	
Nathalie A. Accounting											Sholanda T. Credentialing Specialist				
Tracy T. Accounting											Kieante T. Credentialing Support				
OFFICERS								MANAGERS							



## **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: CODE OF BUSINESS ETHICS**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 2**

**Effective: 01/28/09**

**Reviewed: 04/05/11, 04/10/15, 01/04/17, 02/20/19, 12/03/20, 12/01/21,  
11/03/22, 06/14/23**

**Revised:**

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### **CODE OF ETHICS**

**We pledge to our clients to treat colleagues and consumers  
with complete honesty, integrity, and fairness.**

**We believe in the value and worth of every individual  
touched by this company.**

**We believe our business ethic must be above reproach and  
will conduct all business in an honest and forthright manner.**

**We pledge to our employees they will be treated with fairness,  
honesty, and a straightforward approach to dealing with  
issues of employment.**

**We believe as a healthcare company that clients, staff, and  
consumers are to be treated with a caring heart and  
compassionate mind at all times.**

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: STANDARDS OF CONDUCT**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 2.1**

**Effective: 01/28/09**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 01/04/17, 02/20/19, 12/03/20,  
12/03/21, 11/03/22, 10/03/23**

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### **Purpose**

To assure that each agency officer, director, manager, and employee is aware of the rules and regulations regarding employee behavior.

### **Policy Statement**

To assure that each employee adheres to the rules and regulations regarding employee conduct necessary for efficient business operations and for the benefit and safety of all employees. Conduct that interferes with operations, discredits the agency, or is offensive to customers or coworkers will not be tolerated.

### **Policy/Guideline**

Employees are expected to comply with all policies of Advantage Medical Professionals, LLC and the policies of any client facility when on any assignment for Advantage Medical Professionals, LLC

Employees are expected to accept assignments without controversy or challenging organizational management and report any unfair assignments to the appropriate personnel at Advantage Medical Professionals, LLC and complete assignment in a professional manner.

Patient assessments are completed thoroughly and accurately within unit-specific guidelines. Assesses patient, family, significant others for educational needs about disease process and treatment. Identifies appropriate methods of assessment related to age group. Understands normal ranges of physiological standards for age group of patients providing care.

Prioritize care and complete assignments within the allotted time frame.

Treatments and medications need to be administered within the allotted time frame as outlined by the client facility.

Complete all mandatory, regulation, hospital, and organizational educational requirements.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: STANDARDS OF CONDUCT**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 2.1**

**Effective: 01/28/09**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 01/04/17, 02/20/19, 12/03/20,  
12/03/21, 11/03/22, 10/03/23**

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Projects a professional image always; consistently wear I.D. badge and dress according to hospital specific guidelines; employs professional communication skills when dealing with customers, whether in person, on the telephone, or in written or electronic communication.

The policy will define responsibilities of conduct expected of the employee and disciplinary action dependent upon the seriousness and/or frequency of the violation.

Accepts assignments and reports on time. Does not cancel shifts in less than outlined time frame.

Demonstrates effective and professional communication skills; greets customers in a warm, friendly manner; introduces self appropriately; takes time to give directions when need arises; can identify the procedure for obtaining assistance for customers with language barriers or the hearing/sight impaired.

Demonstrates ability to work effectively as part of a team; treats co-workers with respect; completes all training essential to the position and stays current on job-related knowledge; aids team members without being asked.

Exhibits behaviors that indicate an appreciation for maintaining patients' dignity and privacy; communicates with customers in a timely manner; if there is a delay demonstrates proper elevator etiquette; and adheres to organizational parking policies.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: CONFLICT OF INTEREST**

**Policy Origin Date: 01/28/09**

**Policy No.: LD 3.0**

**Effective: 01/28/09**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/02/21,  
11/03/22, 11/08/23**

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## **Purpose**

To identify conflicts of interest and the process for disclosing any conflict of interest and the responsibility of any staff member in the event a situation presents that would cause a conflict of interest.

## **Policy Statement**

Advantage Medical Professionals, LLC prohibits any staff member or employee to engage in any activity that would result in a conflict of interest. This includes and is not limited to engaging in any business practices in which the employee would have a financial gain outside of their employment at Advantage Medical Professionals, LLC

## **Procedure/Guideline**

All Advantage Medical Professionals, LLC employees will have an absolute obligation to conduct business in a manner to avoid any actual, potential, or appearance of a conflict of interest. For the purpose of Advantage Medical Professionals LLC conflict of interest policy, their perception or appearance of a conflict of interest will be considered the same as the actual conflict of interest. It is important that Advantage Medical Professionals, LLC's customers recognize that Advantage Medical Professionals, LLC actions are always in their best interest and are not driven by the personal gain of any Advantage Medical Professionals, LLC employee.

A conflict of interest can occur in a variety of instances, several of which are discussed here generally. The first instance is if an Advantage Medical Professionals, LLC employee were able to influence a decision made in connection with Advantage Medical Professionals, LLC. Business that could result in a personal gain for the employee or a relative of the employee. A "relative" for the purpose of a conflict of interest is any person who is related by blood or marriage or whose relationship with the employee is similar to that of a person who is related by marriage. No negative presumption will be created by the mere existence of a relationship between an Advantage Medical Professionals, LLC employee and an outside firm or business endeavor. However, if an employee has any business, financial or other relationship with any organization whereby the existence of that relationship wither creates a conflict of interest or could be perceived to create a conflict of interest, the employee must disclose this relationship to his or her manager, who must in turn report the relationship to the CEO.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CONFLICT OF INTEREST**

**Policy Origin Date: 01/28/09**

**Policy No.: LD 3.0**

**Effective: 01/28/09**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/02/21,  
11/03/22, 11/08/23**

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A conflict of interest also would arise if the business activities of an Advantage Medical Professionals, LLC employee with outside firms resulted in any financial or other gains for the Advantage Medical Professionals, LLC employee or any relative of the employee. Personal gain, or the potential for gain, could arise in cases where an employee or relative has significant ownership in a business with which Advantage Medical Professionals, LLC or any of its customers does business, or when an employee or relative receives any compensation, gift or special consideration as a result of any transactions or business activity involving the outside business.

Another conflict of interest would arise if the business activity of Advantage Medical Professionals, LLC employees with outside businesses resulted in unusual or unreasonable gain, financial or otherwise, for the outside business or its representatives. Unusual or unreasonable gains can take the form of product bonuses, special fringe benefits, unusual price discounts or other inducements designed to benefit any party to the business activities.

A conflict of interest also would be created if an Advantage Medical Professionals, LLC employee engaged in any outside business activity that created an actual or potential conflict of interest between the individual's employment with Advantage Medical Professionals, LLC and his or her outside activities. For this purpose, a conflict of interest will be considered to be any activity that is consistent with or opposed to Advantage Medical Professionals, LLC business or best interests or that otherwise gives the appearance of impropriety.

In addition to the guidelines set out above, employees of Advantage Medical Professionals, LLC should not be involved in any of the following specific types of relationships or situations:

1. Being a director or officer of or having any other substantial involvement with any competitor of Advantage Medical Professionals, LLC or with any vendor or similar entity with which Advantage Medical Professionals, LLC contracts (or with which it is likely to contract) on behalf of its customers.
2. Conducting business with a personal friend or relative on behalf of Advantage Medical Professionals, LLC or any of its customers.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: CONFLICT OF INTEREST**

**Policy Origin Date: 01/28/09**

**Policy No.: LD 3.0**

**Effective: 01/28/09**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/02/21,  
11/03/22, 11/08/23**

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3. Speculating or dealing in material, equipment, supplies, products or other property or services in which Advantage Medical Professionals, LLC deals on behalf of its customers.
4. Accepting or giving any gift over the amount of \$100.00. In the event this occurs it must be brought to the attention of the CEO who will determine if the gift may be given or received.
5. Employees are not allowed to accept cash or cash equivalents from a patient, resident, or a member of their family.
6. Placing a clinician who is not fully credentialed.

Also, all employees involved in any vendor contract activity are required to divest all individual equity interest in Advantage Medical Professionals, LLC current vendors in the specific vendor categories in which they work.

All employees not involved in any vendor activity who own an individual equity interest in a current Advantage Medical Professionals, LLC vendor are required to rescue themselves from any discussion relating to that vendor.

Individual equity interest shall mean securities, options, warrants, debt instruments (including loans), or rights to acquire any of the foregoing, provided, however, that the term shall not include: (a) interests in mutual funds or (b) interests held in a blind trust in which all investment decisions are independently managed by a third party and the existence and trust terms are fully disclosed to the CEO to ensure that neutrality exists.

In the event there is a potential conflict of interest, or perception or appearance of a conflict of interest, an Advantage Medical Professionals, LLC employee must immediately report it to his or her manager. Managers will be responsible for reporting the conflict of interest to the compliance officer for taking action immediately to eliminate an actual or potential conflict of interest or the perception or appearance of a conflict of interest. Because of the difficult and often complex questions that can arise in conflict of interest situations, the CEO will assist managers in evaluating potential conflicts of interest.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: LAWS AND REGULATIONS**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 4.0**

**Effective: 07/18/08**

**Reviewed: 01/28/09; 04/11/11, 04/03/13, 04/10/15, 01/04/17, 02/20/19,  
12/03/20, 12/03/21, 11/28/22, 11/08/23**

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### **Purpose**

Advantage Medical Professionals, LLC complies with all local state and federal laws and regulations.

### **Policy Statement**

Advantage Medical Professionals, LLC complies with all local, state, and federal laws in the conduction of its day-to-day operations.

### **Procedure/Guidelines**

It is the responsibility of the management team at Advantage Medical Professionals, LLC to make certain the day-to-day operations of Advantage Medical Professionals, LLC are compliant with all applicable local, state, and federal laws and regulations.

Advantage Medical Professionals, LLC has contracts with client facilities who receive Medicare and Medicaid funding. In the event any Advantage Medical Professionals, LLC employee suspects Medicare or Medicaid Fraud, Advantage Medical Professionals, LLC encourages the employee to report the suspicion to the Director of Human Resources or the Chief Executive Officer without any fear of retaliation. In the event the employee would like to report the incident to the Medicare/Medicaid fraud hotline, the employee may call the Office of the Inspector General directly at 1-800-447-8477.

Any employee who becomes employed at Advantage Medical Professionals, LLC, a background check is performed that includes the following components: Office of the Inspector General (OIG), General Services Administration (GSA), Drug Enforcement Agency (DEA), and any action taken by licensing boards in all 50 states. In the event any applicant has had action taken against them by any of the above governmental agencies or by a licensing board, the employee is deemed ineligible for hire at Advantage Medical Professionals, LLC. Any employee of Advantage Medical Professionals, LLC who has any action taken against them by a governmental agency will be ineligible for continued employment. In the event an employee has actions taken against them by a state board of nursing, the employee is ineligible for employment if their license is probated/suspended/or under revocation.

In the event an employee has any concern regarding Advantage Medical Professionals, LLC adherence to any local, state or federal law, the employee needs to report their concerns to the Director of Human Resources or the Chief Executive Officer.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: INSURANCE**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 4.1**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 01/02/17, 02/20/19, 12/03/20,  
12/03/21, 11/03/22**

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### **Purpose**

Advantage Medical Professionals, LLC has an active and appropriate insurance coverage for Professional and General Liability Insurance as well as Workman's Compensation.

### **Policy Statement**

Client facilities are provided with the certificate of liability insurance upon request. The company issues with Texas Mutual and Louisiana Workers Compensation Corporation for any work-related injuries.

### **Procedure/Guideline**

All insurance coverage will be current and available for review at all times.

There will be no lapse in service.

The policies will be reviewed and renewed annually.

In the event of a general liability claim the company will notify the insurer and assist with providing any information.

In the event of a medical malpractice claim, the company will notify the insurer and the employee involved to assist with the company/employee defense. No employees are subcontracted or function as independent practitioners.

Worker's compensation claims are handled by the human resources department. Employees are responsible for reporting the incident immediately and complete the necessary paperwork within 24 hours.



# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: CONTRACTS REQUIRED ELEMENTS LISTED**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 5.0**

**Effective: 07/18/08**

**Reviewed: 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/03/21, 11/03/22,  
10/15/23**

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## **Purpose**

The services contracted by Advantage Medical Professionals, LLC are provided to customers to assure that both the agency and the facility are uniformly and fairly represented in their contractual agreements.

The contract requirements also serve to insure the employee's contracts are uniform and that the employees are treated fairly. It enables the facility to feel comfortable that employment law, EEOC, OSHA, Joint Commission, payroll tax responsibilities, and defined length of contracts are addressed.

## **Policy Statement**

Clearly define contracts to avoid miscommunication or misrepresentation of terms or responsibilities of the parties involved in the contract.

## **Procedure/Guideline**

Contract terms will include assigned responsibility for credentials verification, peer review, conflict resolution and terms for length of service for contracts.

In addition to the contracted agreement the firm provides the customer with a written description of the following:

- Advantage Medical Professionals, LLC does not utilize subcontractors.
- Advantage Medical Professionals, LLC is responsible for documentation of clinical competence for all employees.
- Staff may only be reassigned to areas of practice within their clinical competence.
- All staff members are employees and are not independent contractors.
- Unexpected incidents, errors, and sentinel events are to be reported directly to the Director of Nursing.
- Occupational safety hazards or events involving Advantage Medical Professionals, LLC personnel are communicated to the Director of Nursing.
- Advantage Medical Professionals, LLC encourages the client facility to orient staff to the relevant unit, setting, or program specific policies, and procedures.
- Each agency involved in the contract will retain a copy of the contract that is accessible to those involved in the implementation of the contract.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: CONTRACTS REQUIRED ELEMENTS LISTED**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 5.0**

**Effective: 07/18/08**

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10/15/23**

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- All services provided by Advantage Medical Professionals, LLC will be provided by directly or by individuals employed by Advantage Medical Professionals, LLC. Subcontractors are not utilized.
- Advantage Medical Professionals, LLC is compliant with any/all EEOC guidelines/laws, and compliant with all federal and state identifiers as required by law.
- Contracts have clearly defined responsibilities regarding employer and employee relationships, liability insurances, workman's compensation or equivalent, payroll taxes, billing and rate terms in regard to payment practices.
- Contracts are consistent and enforceable in the state of issue as well as the state of activity where the client facility is located.
- Overtime hours are paid as well as holiday pay according to the NLRB guidelines and contractual agreement.
- Appropriate dates and signatures to implement the contract.
- Terms of the of the employer/employee relationship are outlined.
- The rate of pay and definition of payroll periods is identified.
- Any terms or conditions under which the contract will be revised or revoked.
- Any guarantee of hours and any benefits that will be included in the assignment.
- The customer shall agree to participate in the evaluation of clinical employees; Advantage will forward clinical evaluations every six months for facilities to complete on clinical personnel who have worked at their facility. The facility will complete the evaluation in writing and return to Advantage Medical Professionals, LLC within thirty days. In the event the facility currently has an evaluation process in place, Advantage Medical Professionals, LLC will accept the facility evaluation in lieu of the form utilized by the staffing company.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: 24 HOUR ACCOUNTABILITY**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 6.0**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/03/21,  
11/13/23**

**Revised: 01/28/09, 01/04/17, 02/20/19, 12/02/22**

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### **Purpose**

To assure staff and clients the agency is available 24 hours a day for any problems or concerns that may arise.

### **Policy Statement**

Our agency will be available to staff and clients 24 hours a day, to address any concerns or issues that staff or clients may have.

Clients/Staff may call their local office numbers or 504-456-0073. AMP has personnel available 24 hour to assist with any issues or concerns.

Our Director and / or Assistant Director of Nursing are on call 24 hours a day.

Staff or clients may reach us at the following 504-456-0073.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RESOLUTION OF COMPLAINTS FROM CUSTOMERS, STAFF AND THE PUBLIC**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 7.0**

**Effective: 07/18/08**

**Reviewed: 04/03/13, 04/10/15, 02/20/19, 12/03/20, 11/30/21, 11/03/22,  
11/13/23**

**Revised: 04/01/09, 03/02/10, 01/04/17, 01/23/19**

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#### **Purpose**

Advantage Medical Professionals, LLC has a process to address complaints from customers and staff and the public. It is the intention to resolve all complaints at the lowest possible level.

#### **Policy Statement**

Advantage Medical Professionals, LLC attempts to resolve any complaints from customers, staff and the public in a timely manner. The following procedure should be followed in the event of any complaint.

#### **Procedure/Guidelines**

In the event a client facility or an employee has a complaint. The complaint is reviewed by the Director of Nursing. Parties involved are provided the opportunity to explain what occurred in the given situation. Once the investigation is complete, the Director of Nursing will render the decision at which time the employee can either accept the decision as deemed by the Director of Nursing or file a grievance.

Incidents/Conditions in which a complaint may occur are not limited to but can be related to the following situations:

1. Unprofessional conduct.
2. Failure to provide adequate patient care.
3. Failure to conform to the minimum standards of acceptable professional nursing practice; and
4. Present impairment or likelihood of impairment by chemical dependency.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RESOLUTION OF COMPLAINTS FROM CUSTOMERS, STAFF AND THE PUBLIC**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 7.0**

**Effective: 07/18/08**

**Reviewed: 04/03/13, 04/10/15, 02/20/19, 12/03/20, 11/30/21, 11/03/22,  
11/13/23**

**Revised: 04/01/09, 03/02/10, 01/04/17, 01/23/19**

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If an employee's continuing to practice professional nursing would not pose a risk of harm to a patient or other person, conduct is considered a minor incident. Minor incidents should not be reported if they contain all of the following elements:

1. Potential risk of physical, emotional or financial harm to the patient due to the incident is very low;
2. The incident is a one-time event with no pattern of poor practice;
3. The employee exhibits a conscientious approach to and accountability for his/her practice; and
4. The employee appears to have the knowledge and skills to practice safely.

Other conditions, which may be considered in determining that mandatory reports are not required, are;

1. The significance of the event in the particular practice setting;
2. The situation in which the event occurred; and
3. The presence of contributing or mitigating circumstances in the nursing care delivery system.

Advantage Medical Professionals, LLC adheres to the reporting conduct as outlined below:

#### **1. Duty to Report:**

The Louisiana State Boards of Nursing or licensing agency provides both Advantage Medical Professionals, LLC and its employees an affirmative duty to report to the appropriate board/licensing agency any employee suspected to have engaged in a reportable conduct.

Minor incidents should be reported in writing to the Director of Nursing.

A nurse who there is reasonable cause to suspect is impaired or potentially impaired by alcohol or chemical dependency should be reported to the Administrator or the Director of Nursing. Upon investigation, the Director of Nursing /ADM may report the incident to the appropriate licensing agency.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RESOLUTION OF COMPLAINTS FROM CUSTOMERS, STAFF AND THE PUBLIC**

**Policy Origin Date: 07/18/08**

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11/13/23**

**Revised: 04/01/09, 03/02/10, 01/04/17, 01/23/19**

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#### **2. Procedure for Making a Report:**

The person reporting an activity identified above shall report via a written and signed document marked "Confidential" to the Director of Nursing. The "Complaint Form" should be used when making a report. Other electronic mail with the following information will be accepted as needed.

The report should include the following information:

1. The name of the employee being reported;
2. A description of the alleged incident or behavior being reported;
3. The first and last names of any witnesses;
4. The patient's medical record number only (no patient names should be used);
5. A notation of whether any incident reports involving the incident have been generated.
6. In the event the facility or public has concerns regarding the quality and safety of patient care provided by Advantage Medical Professionals, LLC, they may notify the Joint Commission to report their concern. The Joint Commission can be contacted by calling 630-268-7400 or by filing a written complaint and forwarding it to:  
The Joint Commission  
1515 West 22<sup>nd</sup> Street  
Suite 1300W  
Oak Brook, IL 60523
7. Any staffing firm employee who has concerns about the quality of patient care provided by the staffing firm's employees can report these concerns to The Joint Commission without retaliatory action from the staffing firm.

# Client/Facility Report Form

**Date:** \_\_\_\_\_

**STAFFING COORDINATOR:** \_\_\_\_\_

**HOSPITAL/CONTACT  
PERSON:** \_\_\_\_\_

**NURSE NAME:** \_\_\_\_\_

**DATE OF SHIFT WORKED:** \_\_\_\_\_

**OTHER PERSONELL INVOLVED:** \_\_\_\_\_

**FACILITY COMMENTS:**

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**CLINICIAN COMMENTS:**

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**Clinician Rebuttal:**

**Reviewed Complaint with Facility:**

**Discussed Outcome with Clinician:**

**Was clinician made DNR:**

**Will Proceed with Grievance/Peer Review Process:**

**Yes** ☐ **No** ☐

**Yes** ☐ **No** ☐

**Yes** ☐ **No** ☐

**Yes** ☐ **No** ☐

**Yes** ☐ **No** ☐

# DNR Form

Reported Date: \_\_\_\_\_ Staffer Taking Call: \_\_\_\_\_

Date of Shift Worked: \_\_\_\_\_

Clinician Name: \_\_\_\_\_

Client: \_\_\_\_\_

Client Contact Person: \_\_\_\_\_

**CLIENT COMMENTS**

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**CLINICIAN COMMENTS**

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Clinician Rebuttal:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Reviewed DNR with Client:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
DNR Status Removed:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Discussed Outcome with Clinician:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Will Proceed with Grievance/Peer Review Process:	Yes <input type="checkbox"/>	No <input type="checkbox"/>

In-Service assigned: \_\_\_\_\_ Date: \_\_\_\_\_ Total Number of DNRs on file: \_\_\_\_\_

AMP Director of Nursing Signature: \_\_\_\_\_



**ADVANTAGE MEDICAL PROFESSIONALS, LLC  
ADVERSE/SENTINEL EVENT REPORTING FORM**

**Adverse Events Reporting (According To Facility)**

Reporting Date:\_\_\_\_\_ Facility:\_\_\_\_\_

Person Reporting Event:\_\_\_\_\_

NAME	TITLE
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To Whom It is being reported to:\_\_\_\_\_

NAME	TITLE
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Employee Name:\_\_\_\_\_ Title:\_\_\_\_\_

Date of Incident:\_\_\_\_\_ Time of Incident:\_\_\_\_\_

Nature of Incident (Narrative Summary and please attach any supporting documentation):

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Actions to be taken:\_\_\_\_\_

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# Advantage Medical Professionals, LLC

## Reporting Adverse Events to Government and State Authority

(Form can be replaced with the Government agency Electronic submission process / documents)

Reporting Date:\_\_\_\_\_ Reporting to:\_\_\_\_\_

Person Reporting Event:\_\_\_\_\_

NAME	TITLE
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Employee Name:\_\_\_\_\_Title:\_\_\_\_\_

Date of Incident:\_\_\_\_\_ Time of Incident:\_\_\_\_\_

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Nature of Incident (Narrative Summary and please attach any supporting documentation):

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Actions to be taken:\_\_\_\_\_

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# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: STAFF GRIEVANCES**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 7.1**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/01/21,  
11/03/22, 11/13/23**

**Revised: 02/05/09, 01/04/17**

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### **Purpose**

The establishment of a grievance and appeals procedure is based upon:

- a. The maintenance of good employee-management relations;
- b. Expeditious handling of grievances at the supervisory level closest to the problem; and
- c. Establishing a problem-solving work environment which assures that all employees can participate in the resolution of those matters which affect them personally.

### **Policy Statement**

An employee may, without prejudice or fear of retaliation, express his/her grievance through the channels outlined herein with the assurance of timely and thorough consideration. The employee is assured freedom from interference, coercion, discrimination, and reprisal in filing grievances.

### **Definition**

Grievances shall consist of matters of disagreement arising out of the employer/employee relationship wherein the employee believes that there has been an unfair infraction, breach, or misinterpretation of applicable federal or state laws, or the rules, regulations, or policies of Advantage Medical Professionals, LLC among other things, this definition includes disciplinary action, health or safety hazards, or alleged discrimination.

### **Procedure/Guidelines**

1. All meetings and investigations related to grievance reviews shall be conducted during the classified employee's regular working hours insofar as possible.
2. The regularly established administrative channels shall be the route of all matters of grievance.
3. The employee shall at first present either verbally or in writing any matter of grievance to his/her immediate supervisor. This should be done within thirty (30) calendar days of the alleged violation.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: STAFF GRIEVANCES**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 7.1**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/03/20, 12/01/21,  
11/03/22, 11/13/23**

**Revised: 02/05/09, 01/04/17**

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4. Only one subject matter shall be covered in any one grievance. If a written grievance is submitted, it shall contain a clear and concise statement of the grievance, indicating reference to the applicable policy or law that is alleged to have been violated, the date the incident took place, the issue involved, and the relief sought.
5. The first level of review shall be with the Director of Nursing and the final level for administrative decision shall be the Chief Executive Officer of the company. If for some reason the employee prefers not to discuss a problem or grievance directly with the Director of Nursing, the problem or grievance may be presented in writing to the Chief Executive Officer.
6. Once a grievance and the requested remedy have been submitted in writing, they may not be changed or amended in any way. Changes by the employee shall constitute a dropping of the grievance. Initiation of a new amended action must be submitted within the original time period.
7. Upon receipt of the grievance as submitted by the employee, the Director of Nursing shall consider all of the facts of the case and report his/her decision in the matter in writing to the employee within fifteen (15) working days after receipt of the grievance. This can be done via electronic communication.
8. If the matter is not satisfactorily resolved at this level in the eyes of the grievant, the grievant may submit the grievance to the next higher supervisory person who is the Chief Executive Officer. This should be done within three (3) working days from the delivery of the grievance decision of the Director of Nursing. The Chief Executive Officer shall review all of the facts of the case and the decision rendered by the lower supervisor and render his/her decision to the grievant in writing within five (5) working days after receipt of the grievance.
9. If a grievance has not been presented by the employee to the Chief Executive Officer within three (3) working days following receipt of the decision of the immediate supervisor, the grievance will be considered withdrawn.
10. The decision of the Chief Executive Officer is final.

All matters pertaining to a grievance shall be treated as confidential material and will be filed separately from the official personnel file of the grievant.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EXPOSURE INJURIES**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 8.0**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 01/04/17, 02/20/19, 12/03/20,  
12/03/21, 07/27/22, 11/13/23**

**Revised: 01/28/09**

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### **Purpose**

Outline the process for clinical employees to follow in the event they encounter an exposure injury while employed at Advantage Medical Professionals, LLC.

### **Policy Statement**

Employees who suffer a parental (e.g. needle stick or cut) or mucous membrane (e.g. splash to the eye or mouth) exposure to blood or other body fluids or who have subcutaneous exposure involving large amounts of blood or prolonged contact with blood—especially when the exposed skin is chapped, abraded, or afflicted with dermatitis – shall report the incident immediately to the hospital authorities (i.e. supervisor, infection control) and complete the Employee Incident and Accident Report Form. Information about the source patient involved shall be ascertained by the client facility and recorded. The form shall accompany the employee to the Emergency Department or physician's office at the time of initial evaluation. Whenever possible, the employee is to report to a physician designated by Advantage Medical Professionals, LLC and be evaluated within 24 hours of the injury. If injury is severe and needs immediate treatment, employee should go into a local hospital emergency room.

Any employee who possesses records or has knowledge of an employee's or patient's HIV antibody test or serological status may not discuss or disclose information to anyone other than the employee, patient or his legally authorized representative without the affected employee's or patient's prior written authorization. The authorization must be in writing, signed by the employee or patient and must state the persons or entities to whom the test result may be released or disclosed. An authorization form is attached.

### **Procedure/Guidelines**

- I. Clean Needle Stick/Sharps Injury
  - A. Report injury to current supervisor
  - B. Complete Employee Incident and Accident Report
  - C. Employee shall arrange to be seen in an Emergency Department or physician's office within 24 hours

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EXPOSURE INJURIES**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 8.0**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 01/04/17, 02/20/19, 12/03/20,  
12/03/21, 07/27/22, 11/13/23**

**Revised: 01/28/09**

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### **II. Dirty Needle Stick/Sharps Injury/Exposure Involving Body Substances**

#### **A. Post-Exposure Evaluation and Follow-up**

1. Following a report of an exposure incident, the facility host shall make available to the employee a confidential medical evaluation and follow-up of the incident.
2. The facility host shall document the route of exposure. HBV and HIV status of the source patient(s), if known, and the circumstances under which the exposure occurred.
3. The facility host shall notify the source patient(s) of the incident and attempt to obtain consent to collect and test the source's blood to determine the presence of HIV and/or HBV infection.
4. The facility host shall collect a blood sample from the exposed worker as soon as possible after the exposure Incident for determination of HIV and/or HBV status.
5. The facility host shall offer repeat HIV testing to exposed employees six weeks post-exposure and on a periodic basis thereafter (12 weeks and 6 months after the exposure).
6. Follow-up of the exposed worker shall include counseling, medical evaluation of any acute febrile illness which occurs within twelve weeks post-exposure, and use of safe and effective post-exposure measures according to recommendations for standard medical practice.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: EXPOSURE INJURIES**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 8.0**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 01/04/17, 02/20/19, 12/03/20,  
12/03/21, 07/27/22, 11/13/23**

**Revised: 01/28/09**

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**B. Source Patient Consents to Testing**

1. The source patient's physician or hospital staff shall inform the patient of the Incident and obtain written informed consent for HBV and HIV serology's at Advantage Medical Professionals, LLC expense.
2. If the source patient has AIDS or is sero-positive for HIV at the initial evaluation and if the employee is sero-negative, physician will retest at 6 weeks, 3-months, and 6-months following exposure. The employee will be counseled to report back to physician for any febrile illness which occurs within 12 weeks of exposure (such an illness, particularly characterized by fever, rash, or lymphadenopathy, which may be indicative of recent HIV infection). Especially during the first 6 to 12 weeks after exposure, the employee should be advised to follow U.S. Public Health Service recommendations for transmission of HIV. These recommendations include:
  - a. Refrain from donating blood, organs or semen.
  - b. Avoid exchange of saliva and or deep kissing.
  - c. Use condoms during sexual intercourse.
3. If the source patient is sero-negative for HIV, but is in a high-risk group for HIV infection, the physician shall test the employee at the initial evaluation. If sero-negative, the employee shall be retested at 3 months.
4. If the source patient is sero-negative for HIV and is in a low-risk group for HIV infection, the CDC recommends no further evaluation of the exposed employee. However, any employee who desires testing may be tested initially and retested in 3 months.
5. Any employee who agrees to be tested for HIV following an injury or exposure (or at any other time) and who is found to be sero-positive shall be informed of the test results and will be seen and counseled by a physician regarding the need of further confirmatory testing and treatment.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EXPOSURE INJURIES**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 8.0**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 01/04/17, 02/20/19, 12/03/20,  
12/03/21, 07/27/22, 11/13/23**

**Revised: 01/28/09**

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6. Advantage Medical Professionals, LLC shall follow recommendations for Hepatitis B prophylaxis as outlined in Table 1.
- C. Source Patient Refuses Testing
1. If the source patient refuses serologic testing for either HBV or HIV, the workman's compensation coordinator shall record the risk category of the source patient, list tests performed and which tests were refused by the patient on the employee injury report.
  2. The physician shall follow CDC recommendations for Hepatitis B post-exposure prophylaxis. If source patient has high risk factors for Hepatitis B but has refused Hepatitis B serology testing, physician will follow the recommendations for Hepatitis B surface antigen positive patient.
  3. If the source patient has refused HIV testing, the physician shall test the employee for HIV at the initial evaluation. If sero-negative, re-test at 6 weeks, 3 months and 6 months following exposure. The employee shall be counseled to report back to physician for any acute febrile illness which occurs within 12 weeks of exposure. (Such an illness, particularly one characterized by fever, rash, or lymphadenopathy, may be indicative of recent HIV infection. Especially during the first 6 to 12 weeks after exposure, the employee should be advised to follow U.S. Public Health Service recommendations including:
    - a. Refrain from donating blood, organs and/or semen.
    - b. Avoid exchange of saliva and/or deep kissing.
    - c. Use of condom during sexual intercourse.



## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: OCCUPATIONAL ILLNESS & INJURY REPORTING POLICY**

**Policy Origin Date: 11/30/22**

**Policy No.: LD 8.1**

**Effective: 11/30/22**

**Reviewed: 11/20/23**

**Revised:**

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It is important that all workplace injuries and illnesses are reported to management as soon as reasonably possible after they occur. Prompt reporting allows for prompt identification and correction of hazards and prompt medical attention for injuries. In some instances, an employee may not immediately realize that s/he has been injured or made ill. In such circumstances, the employee must report the injury or illness as soon as reasonably possible after becoming aware of the injury or illness.

Therefore, the following policy applies to work-related injury and illness reporting:

- An employee who is at work when s/he becomes aware of an injury or illness must report it as soon as reasonably possible, but in no event later than leaving the workplace or 8 hours after becoming aware of the injury or illness, whichever is earlier. The report must be made to the employee's recruiter or staffing coordinator.
- An employee who is not at work when s/he becomes aware of an injury or illness must report it as soon as reasonably possible, but in no event later than 8 hours after becoming aware of the injury or illness. The employee must report the injury or illness by calling his/her recruiter or staffing coordinator and explaining that s/he is reporting a work-related injury or illness.
- No employee who complies with this policy will be disciplined for not promptly reporting an injury or illness.

Internal administrative employees must not interfere with, or attempt to discourage, reporting under this policy.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG FREE WORKPLACE**

**Policy Origin Date: 07/18/08 Policy**

**No.: LD 9.0**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/03/13, 04/10/15, 02/20/19, 12/3/20, 03/23/21,  
12/03/21, 11/03/22**

**Revised: 01/28/09, 01/04/17, 05/05/23**

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### **Purpose**

To assure that agency employees are not under the influence of drugs, prescription or illegal, thereby preventing the placement of impaired employees in client facilities.

To validate the use of a certified laboratory doing minimally a ten panel drug screen where permitted by law on all professional and licensed candidates. This will be done pre-employment.

To prevent the employment of impaired candidates and to continually promote a drug free workplace within the agency and throughout host facilities.

### **Policy Statement**

Advantage Medical Professionals, LLC and all client facilities are Drug Free Workplaces.

All applicants for hire must have at least a ten (10) panel drug screen, where permitted by law, done after a conditional offer of employment has been made and prior to working shifts. The drug screen must be negative, except as otherwise may be required by law.

### **Procedure/Guideline**

A consent form or chain of custody form for drug screens (pre-employment) will be signed at the collection site. Consent for drug screen (for cause) will be signed and dated by the employee giving permission to perform a drug screen.

The drug screen will be done by a certified lab. The applicant will be verified by the lab with a picture ID.

The results of the screen must be in the employee's file. The date, name and title of the person reviewing from the certified lab will be included.

A system of tracking will be done to monitor.

For cause screening may be done at any time if requested by host facility or agency.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TIME SLIPS AND PAYROLL**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 10.0**

**Effective: 07/18/08**

**Revised: 05/13/15, 01/04/17, 10/31/19, 10/20/21, 03/28/22**

**Reviewed: 04/05/11, 04/03/13, 05/13/15, 02/20/19, 11/17/23**

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### **Purpose**

Advantage Medical Professionals, LLC has a process to pay all employees at regularly scheduled intervals.

### **Policy Statement**

Outline the correct procedure to be paid for hours worked as well as identify payroll periods.

### **Procedure/Guidelines**

Advantage Medical Professionals, LLC pay period ends on Saturday. Any completed time slip will be paid daily for per diem employees and weekly for any employee receiving a housing stipend or insurance.

NOTE: Incomplete time slips are not paid until verified with client facility. Proven, intended falsification of time slip is grounds for dismissal with final decision at the discretion of CFO, CEO, HR Director, and/or Region Manager.

Since Advantage Medical Professionals, LLC does not hire any independent contractors or subcontract any employees, Advantage Medical Professionals, LLC will withhold taxes on all employees based on the information provided by the employee on the Form W-4 Employee's Withholding Allowance Certificate and applicable state tax forms.

- Payroll hours are posted in each office and subject to change.
- Daily payroll will be processed daily, payroll hours are 7:30 am -4:30 pm, Monday – Friday and is subject to change.
- Weekly payroll will be processed on Wednesday of each week.
- Pay schedules are as follows:
  - Per diem employees are paid daily, unless on the Company's insurance.
  - All employees who are on the Company's insurance are paid weekly.
  - All employees who are on Travel contracts are paid weekly.
  - Employees on Local contracts may be paid daily or weekly, depending on the facility's requirements, the region they work in, and Company needs. The pay schedule will be communicated to employees upon their acceptance of a Local contract.
- Advantage Medical Professionals, LLC will automatically deduct 30 minutes for lunch unless approved by signature and "worked lunch" checked off by the facility. The lunch rule is facility specific, we do not take out a lunch for private duties and some facilities require Clinicians to take a lunch.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: TIME SLIPS AND PAYROLL**

**Policy Origin Date: 07/18/08**

**Policy No.: LD 10.0**

**Effective: 07/18/08**

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**Reviewed: 04/05/11, 04/03/13, 05/13/15, 02/20/19, 11/17/23**

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- Direct deposits will post within 72 hours of time slip submission. If the Clinician submits their time slip by 9 am, it will be processed in 24-48 business hours.
- Advantage Medical Professionals, LLC will satisfy the amount owed to pre-taxed Insurance premiums first (for those that qualify), social security, Medicare, Federal Withholding, and State Withholding – in that order. It should be noted that employees who submit completed time slips may be required to satisfy the amount owed to federal and state taxes at the time they file their annual taxes.
- Advantage Medical follows all individual state requirements as required.
- Any questions regarding this policy should be directed to the Payroll or HR Department.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: Travel Stipend**

**Policy Origin Date: 12/04/23**

**Policy No.: LD 10.1**

**Effective: 12/04/23**

**Revised:**

**Reviewed:**

**Page 1 of 1**

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## **Policy Statement**

The stipend provided to employees shall be used for reimbursement for housing, meals, and incidentals in accordance with IRS regulations. It is the responsibility of the employee to keep accurate records in accordance with IRS regulations regarding stipends.

Per diem allowances are applicable for travel that is 50 miles or more from the traveler's home.

The Company's per diem rates are based on the US General Services Administration Guidelines, which vary by city location. If the minimum hours are not met to cover any of the above reimbursements, the amounts will be prorated, or any overpayment may be deducted from the employee's payroll check.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: MARKETING PLAN**

**Policy Origin Date: 07/29/09**

**Policy No.: LD 11.0**

**Effective date: 07/19/09**

**Reviewed: 04/05/11, 04/03/13, 4/10/15, 01/16/17, 01/23/19, 12/3/2020,  
12/03/21, 11/03/22, 11/13/23**

**Revised: 02/20/19**

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### **Purpose**

To represent Advantage Medical Professionals, LLC in a professional and ethical manner and to accurately present to clients the supplemental staffing services available through a contractual agreement. It is the goal of Advantage Medical Professionals, LLC to be the supplemental staffing company of choice in the markets served.

### **Policy Statement**

Advantage Medical Professionals, LLC will meet face to face with all clients and prospects to ascertain their specific needs and requirements and to develop a program addressing those needs and requirements. When face to face meetings are not possible, communication via alternative methods will occur, i.e.: phone, fax, and e-mail. Emphasis shall be on quality of calls and contacts rather than quantity of calls and contacts.

### **Procedure/Guidelines**

Marketing personnel attire must at all times be business professional as well as conservative in nature.

Service existing clients to insure satisfaction and market share growth. Provide information and feedback to our service group on how we can enhance services to clients.

Utilize all possible information and resources to develop business relationships and secure business opportunities.

Coordinate advertisement in various publications.

Develop and coordinate marketing events such as new office openings, new service offerings etc.

Make presentations and proposals to clients and prospects promoting Advantage Medical Professionals, LLC.

Represent Advantage Medical Professionals at various trade shows, job fairs, and business events.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: MARKETING PLAN**

**Policy Origin Date: 07/29/09**

**Policy No.: LD 11.0**

**Effective date: 07/19/09**

**Reviewed: 04/05/11, 04/03/13, 4/10/15, 01/16/17, 01/23/19, 12/3/2020,  
12/03/21, 11/03/22, 11/13/23**

**Revised: 02/20/19, 10/31/2019**

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Frequency of contacts with clients and prospects will depend upon a number of factors including need, requirements, issues, developments, logistics, availability, etc.

Develop brochures and point of sale material that clearly and accurately depict our capabilities.

### **Marketing Plan**

- In-person visits to clients (as necessary) to determine needs, usage and level of satisfaction with our service. Visits will be scheduled by agency or at the request of the client.
- Penetrate each account to multiple decision maker levels. At least two levels within each account.
- Prospect for new business opportunities using all available information, including leads, publications, internet and other available resources.
- Work with local managers and gather information to increase Advantage Medical Professionals, LLC market share within each market with the objective being for Advantage Medical Professionals, LLC to be the preferred provider in each account.
- Conduct ongoing market research to insure we maintain competitive in the market with respect to rates and services offered with the objective of positioning Advantage Medical Professionals as the provider of choice.
- Respond to Request for Proposals (RFP)/Requests for Information (RFI) from clients and prospects within allotted time.
- Present proposals to clients and prospects proactively and as requested.
- Develop new product lines and service offerings as needed.
- Search for new office opening opportunities in small/medium size cities as the opportunity presents itself.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: MARKETING PLAN**

**Policy Origin Date: 07/29/09**

**Policy No.: LD 11.0**

**Effective date: 07/19/09**

**Reviewed: 04/05/11, 04/03/13, 4/10/15, 01/16/17, 02/20/19, 12/3/2020,  
12/03/21, 11/03/22, 11/13/23**

**Revised: 02/20/19**

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- Represent Advantage Medical Professionals, LLC at trade shows, job fairs and public events.
- Develop brochures and other point of sale material that accurately depict our service offerings and capabilities.
- Meet with clinical staff at various locations to determine assignment satisfaction, challenges, and other possible opportunities.
- Managing all online marketing and social media platforms: LinkedIn, Facebook, Twitter
- Creating and posting new content, ads, job leads, etc. to all platforms.
- Researching competitors, new ideas for content, healthcare, nurses, etc.
- Updating job posts and utilizing social media and other means to find candidates for internal staff positions and external clinician positions.
- Making sure all marketing materials/inventory is updated.
- Adding creative content to jobs to be placed on website.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: IMMEDIATE THREAT TO HEALTH OR SAFETY**

**Policy Origin Date: 04/06/12**

**Policy No.: LD 12.0**

**Effective: 04/16/12**

**Reviewed: 04/03/13, 4/10/15, 01/04/17, 02/20/19, 12/3/2020, 12/03/21, 11/03/22**

**Revised: 11/13/23**

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### **Purpose**

The purpose of this policy is to outline the process each Advantage Employee should follow in the event they recognize a situation that could lead to a potential threat to health or safety.

### **Policy Statement**

Advantage Medical Professionals, LLC is concerned with the well-being of all patients, visitors, customers' health and safety. In the event a situation could result in an immediate health or safety risk, the following procedure must be followed.

### **Procedure/Guidelines**

1. Upon recognition of any situation that could lead to a potential threat to health or safety in your role as an Advantage Medical Professionals, LLC employee, the employee should first assess if the potential threat to health or safety can be eliminated.
2. In the event the potential threat to health or safety can be eliminated, the employee must take the necessary action to eliminate the potential threat to health or safety.
3. In the event the potential threat to health or safety cannot be eliminated, the employee must report the situation to the immediate supervisor. If an employee is at the Advantage Medical Professionals, LLC office, the situation must be reported to Advantage Medical Professionals, LLC administration.
4. Upon completion of reporting the situation to the immediate supervisor, the necessary paperwork must be completed. Occurrence report and/or incident reports are never copied or reproduced in any manner.
5. Upon completion of the written report, the incident must be reported to Advantage Medical Professionals, LLC personnel so the appropriate follow up can occur.
6. In the event the employee is unsure if a situation poses a potential threat to health or safety, Advantage Medical Professionals, LLC personnel are available to discuss the findings in detail and assist the employee with reporting of any incident.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: SMOKE FREE POLICY**

**Policy Origin Date: 12/29/16**

**Policy No.: LD 13.0**

**Effective: 12/29/16**

**Reviewed: 02/20/19, 12/03/21, 11/03/22, 11/13/23**

**Revised: 12/3/20**

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## **Purpose**

The purpose of this policy is to outline the process relative to Advantage Medical Professionals Smoke Free Work Environment.

## **Policy Statement**

Advantage Medical Professionals, LLC is concerned with the well-being of all patients, visitors, customers' and employees health and safety. The company does not support the use of any type of tobacco or vapor product in any of the offices or client facilities.

## **Procedure/Guidelines**

Advantage Medical Professionals, LLC does not allow the use of any tobacco or vapor products in the work environment.

Advantage Medical Professional employees are required to comply with any policies as outlined by the client facility.

Employees who fail to comply with any policies related to the smoke free work environment in offices operated by Advantage Medical Professionals, LLC or in any of the client facilities in which Advantage Medical Professional employees are assigned are subject to disciplinary action up to and including termination.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Certification**

**Policy Origin Date: 01/4/17**

**Policy No.: LD 14.0**

**Effective: 01/04/17**

**Reviewed: 02/20/19, 12/03/21, 11/03/22, 11/13/23**

**Revised: 02/20/19, 12/3/20**

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### **Purpose**

Advantage Medical Professionals, LLC provides quality supplemental staffing to all of its customers. This process is validated by meeting all of the certification participation requirements as outlined by the Joint Commission.

### **Policy Statement**

Advantage Medical Professionals, LLC will continue to meet and exceed all certification participation requirements by the Joint Commission as it relates to Healthcare Staffing Services.

### **Procedure/Guidelines**

Advantage Medical Professionals permits the performance of a review by Joint Commission at the discretion of the Joint Commission.

Advantage Medical Professionals will participate in periodic updates of staffing firm-specific data and information.

Advantage Medical Professionals will remain compliant with the Certification Participation Requirements (CPRs) as outlined by the Joint Commission

In the event the agency receives a Requirement for Improvement (RFI), the agency will collaborate with the Joint Commission and submit evidence meeting the certification participation requirements and resolve any RFI.

Collect data on all standardized measures as defined by The Joint Commission and submit quarterly reports outlining monthly data points for all performance improvement activities.

Any staffing firm employee who has concerns about the quality and safety of patient care provided by the staffing firm's employees can report these concerns to The Joint Commission without retaliatory action from the staffing firm.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Workplace Violence**

**Policy Origin Date: 11/23/20**

**Policy No.: LD 15.0**

**Effective: 11/23/20**

**Reviewed: 12/03/21, 07/27/22, 11/13/23**

**Revised:**

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**Purpose:** Advantage Medical Professionals provides a safe workplace for all employees. To ensure a safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of this workplace violence policy.

**Policy Statement:** Advantage Medical Professionals does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. This list of behaviors provides examples of conduct that is prohibited:

- Causing physical injury to another person.

- Making threatening remarks.

- Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.

- Intentionally damaging employer property or property of another employee.

- Possessing a weapon while on company property or while on company business.

- Committing acts motivated by, or related to, sexual harassment or domestic violence.

### **Procedure/Guidelines:**

#### **Reporting Procedures**

Any potentially dangerous situations must be immediately reported to a supervisor or the human resource (HR) department. Reports can be made anonymously, and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately, and information will be disclosed to others only on a need-to-know basis. All employees involved in a situation will be counseled, and the results of investigations will be discussed with them. Advantage Medical Professionals will actively intervene at any indication of a possibly hostile or violent situation.

#### **Risk Reduction Measures**

##### *Hiring*

The HR department takes reasonable measures to conduct background investigations to review candidates' backgrounds and to reduce the risk of hiring individuals with a history of violent behavior.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Workplace Violence**

**Policy Origin Date: 11/23/20**

**Policy No.: LD 15.0**

**Effective: 11/23/20**

**Reviewed: 12/03/21, 07/27/22, 11/13/23**

**Revised:**

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### *Individual Situations*

Although Advantage Medical Professionals does not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform the HR department if any employee exhibits behavior that could be a sign of a potentially dangerous situation. Such behavior includes:

- Discussing weapons or bringing them to the workplace.
- Displaying overt signs of extreme stress, resentment, hostility, or anger.
- Making threatening remarks.
- Showing sudden or significant deterioration of performance.
- Displaying irrational or inappropriate behavior.

### **Employees at Risk**

The HR department will identify and maintain a list of employees who have been determined to be at risk for becoming victims of violence because of the nature of their job or because they are subject to harassment, violence or threats from a nonemployee. HR will design a plan with at-risk employees to prepare for any possible emergency situations.

### **Dangerous/Emergency Situations**

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact and talk to the individual. If a supervisor can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice should be given. Otherwise, employees should cooperate and follow the instructions given.

### **Enforcement**

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination. Nonemployees engaged in violent acts on the employer's premises will be reported to the proper authorities and fully prosecuted.

# **HUMAN RESOURCES MANAGEMENT**



# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: LICENSE, EMPLOYMENT AND WORK HISTORY VERIFICATION**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1**

**Effective: 02/28/09**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 02/20/19, 11/23/20, 12/03/21,  
11/03/22**

**Revised: 12/22/16, 02/20/19, 04/04/23**

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## **Purpose**

To confirm that a person's qualifications are consistent with his or her assignment(s) at the time of hire or reactivation, the employee holds the proper license for his/her occupation and state of employment, and that the license is active and unencumbered, not falsified, under suspension or under investigation.

## **Policy Statement**

All licenses held by the employee or prospective employee will have primary source verification to confirm licensure, certification, education, work history, social security, sex offender registry, HHS OIG Medicare/Medicaid Fraud, and GSA list of excluded persons for Medicare and Medicaid participation.

## **Procedure/Guidelines:**

Advantage Medical Professionals, LLC utilizes a third party employment background screening company to verify the following information:

1. Professional background checks (past seven years) inclusive of a national criminal check
2. Education verification
3. Seven (7) year Clinical work history
4. Educational preparation
5. GSA list of excluded persons for Medicare and Medicaid participation
6. HHS OIG Medicare/Medicaid Fraud
7. Sex offender register
8. Social Security verification
9. Employment verification

All licenses, secondary and current, are verified through the appropriate State Board of Nurse Examiners. If the original license is over seven (7) years old and is no longer active, the original state must be documented but verification is not necessary.

Verification documentation includes state of licensure, expiration date of license, any identified sanctions or limitations, or the type and copy of verification if automated.

All candidates have professional work history verification for a minimum of seven (7) years.

If professional licensing applies to previous employment, the licensing verifications must correspond to the employee's work history.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: HEALTH SCREENING AND IMMUNIZATION**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.1**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 12/22/16, 02/20/19, 11/23/20,  
12/03/21, 12/04/23**

**Revised: 01/28/09, 07/19/22, 01/13/23**

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### **Purpose**

To assure all agency employees working in a patient care arena have the appropriate vaccinations and health assessment, either a physical or self-assessment to protect themselves and the public from the spread of disease.

### **Policy Statement**

All candidates for hire will have a documented health history; a physical prior to hire is preferred. All employees will maintain current TB and Immunizations as required by agency/client/host facility. If you decline the Hepatitis B, a declination statement must be signed, dated and witnessed. Declination will also apply to MMR, Varicella, and TDAP. Though declinations are acceptable for employment with Advantage Medical Professionals, LLC, certain clients/host facilities may require additional/supporting documentation.

All candidates for hire and current employees give permission to and hold harmless Advantage Medical Professionals, LLC for providing verbal and/or written report of health records, background check, drug screen information, identification, and/or skills assessments to any client/host facility the candidate is submitted and/or assigned to.

### **Procedure/Guideline**

All candidates for hire will have documented proof of the following: TB screens or chest x-ray with negative results. TB screens must be performed annually. A chest x-ray must be done within two years of initial employment and a TB Questionnaire must be completed annually.

Documentation of Hepatitis B immunity or a declination form signed and dated by the applicant.

Documentation of Varicella and MMR -- either by titer or documented and verifiable history. Immunization record must be provided if required by client/host facility; or a declination form signed and dated by the applicant.

Documentation of TDAP immunization or a declination form signed and dated by the applicant.

Signed and dated consent for Hepatitis B Vaccine if candidate requires or wishes to have Hepatitis series, prior to administering.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EVIDENCE OF IDENTITY AND CREDENTIALS WHEN REPORTING FOR AN ASSIGNMENT**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.2**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 12/22/16, 02/20/19, 11/23/20,  
12/02/21, 11/13/23**

**Revised: 05/01/09, 07/19/22**

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### **Purpose**

To prevent any misrepresentation of medical professionals or professional credentials to a client/host facility and provide the client/host facility with current credentials and certifications.

### **Policy Statement**

Employees must maintain their company ID and produce evidence of licensure and certifications upon presenting to any client/host facility. A tracking system is used to maintain current status of all licenses and certifications and is provided to each client/host facility prior to employee presenting for any assignment.

### **Procedure/Guideline**

The employee must bring with them, to all assignments, a current identification (government issued identification or employee ID issued by Advantage Medical Professionals, LLC), licensure, and certifications.

The employee is aware of their responsibility to maintain current licensure and certifications. Each employee will have all current licenses and certifications on file. The staffing coordinators track this information in the staffing system and have access to all due dates as well as a verification of any licensure or certification in the employee file. These may include, but are not limited to: CPR, ACLS, PALS, NALS, TNCC and any other certifications required or maintained by the employee. Only original copies of certifications are accepted. The certification is maintained in the employee file.

All licensures and certifications will be audited monthly for impending expirations.

The employee will be notified thirty (30) days in advance of all impending expirations and their responsibility to maintain current status of certifications.

Any employee who has allowed their license or certifications to lapse **will not work**. The employee will provide a copy of current credentials to the agency when certifications are renewed. A copy of the renewed credentials will be placed in the employee file.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PROCEDURES ON MAINTENANCE AND DOCUMENTATION OF CERTIFICATIONS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.3**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 02/20/19, 11/23/20, 12/03/21**

**Revised: 01/28/09, 12/22/16, 07/19/22, 04/28/23**

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#### **Purpose**

To maintain employee files and qualifications are up to date and inclusive of all essential information for client facilities. This procedure will allow for the facility to verify file maintenance and certifications of all employees.

#### **Policy Statement**

Advantage Medical Professionals, LLC maintains all employee files to include each of the following elements:

1. Name
2. Job Title
3. Birth date
4. Application
5. Driver's License Number and Issuing State
6. Social Security Number
7. License Number
8. Drug Screen Report
9. Background Check
10. Certifications
  - a. CPR
  - b. ACLS (if applicable)
  - c. PALS (if applicable)
  - d. NRP (if applicable)
  - e. TNCC (if applicable)
11. Skills Checklist(s)
12. Job Description
13. Annual Orientation Education
14. Hepatitis B / Declination
15. MMR / Declinations
16. Varicella / Declination
17. TDAP / Declination
18. Core Competencies

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PROCEDURES ON MAINTENANCE AND DOCUMENTATION OF CERTIFICATIONS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.3**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 02/20/19, 11/23/20, 12/03/21**

**Revised: 01/28/09, 12/22/16, 10/31/19, 07/19/22, 04/28/23**

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- 19. TB Test / Chest X-Ray / TB Questionnaire
- 20. I-9
- 21. W-4
- 22. State Tax (if applicable)
- 23. Testing Information

### **Procedure/Guideline**

1. Employee files will be randomly selected each month for compliance and thoroughness.
2. A Temp Profile Report is obtained through the Onboarding/Credentialing Software to determine employees who have worked within the last 30 days.
3. Twenty files are selected randomly from <https://randomnumbergenerator.org> and run by the Director of Nursing's Support Specialist.
4. If the file is incomplete, or any critical item is delinquent, the employee is notified and unable to obtain an assignment until full compliance is met.
5. Employee profile statuses are changed to Inactive after two years of scheduling inactivity.
6. Electronic files will be archived, as time permits.
7. Employee files will be reviewed to ensure all agency documents are complete and all certifications are current.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TRACKING RENEWAL OF LICENSURE AND CERTIFICATIONS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.3.1**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 02/20/19, 11/23/20, 12/03/21,  
11/03/22, 11/13/23**

**Revised: 01/28/09, 12/22/16**

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### **Purpose**

To assure a system of tracking renewal dates for all licensures, certifications, performance reviews and mandatory requirements of the agency/host facility. To ensure that each employee file contains evidence of current credentials needed for regulatory, client and agency liability.

### **Policy Statement**

Advantage Medical Professionals, LLC has a method for tracking employee credentials, licenses and all mandatory requirements and performance review to maintain current status. This tracking will assure that employees sent to host facilities are compliant with standards of agency and host facility.

The tracking system allows the agency to forecast impending deficits in credentials, allowing time to notify employees weeks/months prior to expiration of credentials.

The tracking system attempts to alleviate a lapse in hiring and annual mandatory in-service and testing requirements of Joint Commission/OSHA and other mandatory hiring requirements that may be agency/facility generated.

### **Procedure/Guidelines**

Advantage Medical Professionals, LLC audits twenty employee files per month for compliance and thoroughness.

The employee will be informed at least 30 days prior to the expiration date of credentials, etc.

It is the employee's responsibility to keep all mandatory credentials current. Failure to do so will make the employee ineligible to work until credentials are current.

Primary source verification is obtained from the various licensing boards and uploaded into the Onboarding/Credentialing Software system.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: FILE PURGING**

**Policy Origin Date: 07/18/08**

**Policy No.: HR.1.3.2**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 12/22/16, 02/20/19, 12/03/21,  
11/30/22, 11/13/23**

**Revised: 01/28/09, 11/24/20**

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**Addendum:** This policy is in effect for any physical employee file on hand. Electronic/Digital records are perpetually available.

### **Purpose**

To cleanse the employee file of any expired credentials such as licensure & certification.

### **Policy Statement**

Systematically purging files assures that any representative of the agency, client facility or accrediting organization can determine the accuracy of all information contained in the files and can easily validate that all current and pertinent documents are current and enforceable. In addition, purging of employee files decreases the space requirements for storage of employee files.

### **Procedure/Guideline**

All employee files may be purged at least every seven (7) years. Licenses and credentials will continue to be checked annually in the event the employee is scheduled to work any assigned shifts.

All licenses, certification, references, application, background check, and emergency contact person will remain in file, permanently.

Make a notation in the file register of date and person doing purging.

Any files that are uploaded electronically will be destroyed.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CLIENT UPDATE PROCEDURE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.4**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 12/22/16, 02/20/19, 12/03/20,  
12/03/21, 11/03/22, 04/03/23**

**Revised: 01/28/09**

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### **Purpose**

To keep clients informed of status of agency personnel working at their facility.

### **Policy Statement**

The agency will keep client updated on the status of licenses, certifications, mandatory in services and mandatory requirements of each employee staffed in host facility

### **Procedure/Guidelines**

It is the responsibility of each employee to maintain current credentials as required by the host facility/agency. These include current license and certifications, all mandatory annual testing, CPR, ACLS, PALS and other certifications as required, a current TB screening with negative results, and other testing/paperwork as listed in Annual Orientation Education for Healthcare Professionals.

The host facility will be informed by the agency/employee of the verified results.

Failure to maintain current status of above will make the employee ineligible to work.

Notification will include a computer-generated profile indicating employee information and current licensure/certifications.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: NOTIFICATION OF IMPENDING EXPIRATIONS/ACTION TAKEN FOR EXPIRED CREDENTIALS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.5**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 02/20/19, 12/03/20, 12/03/21,  
11/03/22, 11/20/23**

**Revised: 01/28/09, 12/22/16**

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### **Purpose**

To assure that all employees have current and verifiable credentials and make employees aware of the consequences of carrying expired credentials.

### **Policy Statement**

All credentials and licenses required to work in a client facility must remain current at all times.

All employees will be informed in a timely manner of impending expiration of credentials. No employee will be permitted to work if the necessary credentials have lapsed.

### **Procedure/Guidelines**

It is the responsibility of the employee to maintain current credentials.

All employees will be informed 30 days prior to expiration of credentials.

If employee has not provided updated credentials to the agency, they will be reminded in one (1) month of impending expiration of credentials.

Employees will be required to successfully complete appropriate testing to assure competency in testing to maintain credentials.

The new credentials will be placed in the electronic employee file.

The employee will keep proper identification on person while on duty at the host facility.

Failure to keep credentials current will make the employee ineligible to work.

The host facility will be given a copy of the renewed credentials and will also be informed of inability to work if credentials lapse.

An electronic system of tracking credentials will be utilized.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: BACKGROUND CHECK POLICY**

**Policy Origin Date: 05/06/09**

**Policy No.: HR 1.6**

**Effective: 05/06/09**

**Reviewed: 04/05/11, 06/05/13, 12/22/16, 02/20/19, 10/31/19, 12/03/21,  
11/03/22, 11/20/23**

**Revised: 05/06/09, 04/10/15, 10/31/19, 11/24/20**

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### **Purpose**

To obtain verification of the candidate's criminal history or background as stated on their application and to assure the candidate has no federal, state, or local convictions. To assure the candidate has no criminal history or documented and verifiable history of behavior which may negatively affect their ability to work in a healthcare setting.

### **Policy Statement**

Thorough background checks must be done to protect a vulnerable public and consumer population as well as the provider's liability. This verification provides information on criminal background, according to law, regulation, the firm's policy and customer requirements.

### **Procedure/Guideline**

Consent for the background check will be signed and dated by candidate. Background checks will be ordered by Advantage Medical Professional staff that have been trained on the 3<sup>rd</sup> party pre - screening provider software to maintain the confidentiality and security of information about clinical staff and customers.

Background checks will be done on all candidates prior to hiring. A minimum of seven (7) years criminal background checks will be done. This includes minimally: Social Security Number Verification, National Criminal Check (effective 11/17/14), Sex Offender, Education Verification, Employment History Verification, HHS/OIG list of excluded individuals, a candidate cannot be excluded, debarred, suspended or appear on the General Service Administration List of Parties Excluded from Federal Programs. Updated background checks will be done as needed based on client demand/requirement.

The background check results will be reviewed by the appropriate representative and a decision will be made on whether the candidate is appropriate for hire. Felony conviction makes a candidate ineligible for hire. Employees hired prior to October 2019 where an exception may have been made will be grandfathered in.

If a decision is made to hire knowing a criminal history exists, appropriate documentation must be found defining the nature of the criminal act, the rationale for hiring and the verification of full disclosure to all contracting facilities in the employee's file if warranted. In addition, the history must have been reported to the licensing agency and the employee's license must not have any restrictions.

The results of the background checks will be placed in the employee's electronic file.



## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: BACKGROUND CHECK POLICY**

**Policy Origin Date: 05/06/09**

**Policy No.: HR 1.6**

**Effective: 05/06/09**

**Reviewed: 04/05/11, 06/05/13, 12/22/16, 02/20/19, 10/31/19, 12/03/21,  
11/03/22, 11/20/23**

**Revised: 05/06/09, 04/10/15, 10/31/19, 11/24/20**

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If criminal history is discovered after employment, clinician will be placed on hold and a full investigation into the criminal record will be made. Upon completion of investigation, a determination will be made on the future employment status of clinician.

Any employee, who has been hired at Advantage Medical Professionals, LLC, after 2/28/09, will have the new background check completed. Employees hired prior to 2/28/09 will have updated background checks run based on client requirement and/or update based on rehire.

All background checks are reviewed with employees if the background check returns identifying a misdemeanor or a felony charge. The employee will be required to provide documentation to Advantage Medical Professionals, LLC that the issue has been resolved.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG SCREENING POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.7**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 12/22/16, 02/20/19, 11/23/20**

**Revised: 01/28/09, 10/12/21, 01/18/22, 06/08/22, 11/30/22, 05/05/23**

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(FOR TESTING TO BE CONDUCTED IN ALABAMA, ARIZONA, ARKANSAS, CALIFORNIA [excluding the city of San Francisco], COLORADO [excluding the city of Boulder], FLORIDA, GEORGIA, ILLINOIS, HAWAII, INDIANA, KANSAS, KENTUCKY, LOUISIANA, MASSACHUSETTS, MISSISSIPPI, MISSOURI, MONTANA, NEBRASKA, NEW MEXICO, NORTH CAROLINA, NORTH DAKOTA, OHIO, OKLAHOMA, OREGON, PENNSYLVANIA, SOUTH CAROLINA, TENNESSEE, TEXAS, UTAH, VIRGINIA, WASHINGTON, AND WEST VIRGINIA).

### **Purpose**

This policy prevents the assignment of impaired personnel into your client facilities; subsequently this reduces the risk to both client and agency.

### **Policy Statement**

Advantage Medical Professionals, LLC is a Drug Free Workplace.

A negative drug screen is a requirement for employment with Advantage Medical Professionals, LLC.

All drug screening will be done by a certified lab.

### **Procedure/Guideline**

A signed and dated consent form will be obtained at the collection site. Testing will be done by a certified lab.

The lab will validate the employee via photo identification.

The results will be sent to agency and will be included as permanent part of the record. In Montana, all information, interviews, reports, statements, memoranda, and test results are confidential communications that may not be disclosed to anyone except the tested individual, the Company's designated representative, or in connection with any legal or administrative claim arising out of the Company's implementation of a testing program pursuant to Montana's drug testing law. Information obtained through testing that is unrelated to the use of a controlled substance or alcohol must be held in strict confidentiality by the medical review officer and may not be released to the Company.

The agency will review the results and determine if applicant is a candidate for hire. The results will be placed in employee file.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG SCREENING POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.7**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 04/10/15, 12/22/16, 02/20/19, 11/23/20**

**Revised: 01/28/09, 10/12/21, 01/18/22, 06/08/22, 11/30/22, 05/05/23**

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Any prescription drugs must be declared to the medical review officer (MRO). It is mandatory that proof of prescription be verified through documentation by a physician who attests that he prescribed the drug, the employee is taking the medication as prescribed and it will not impair his/her judgment or ability to perform the job to which he/she has been assigned in a safe and ethical manner.

A positive result makes the applicant ineligible for hire, except as may otherwise be required by law.

All positive specimens must be retained by the laboratory for a minimum of one (1) year. There must also be a documented chain of custody in place.

The drug screen will be a ten (10) panel. This list is not all inclusive. These drugs are amphetamines, barbiturates (long acting and short acting), benzodiazepines, cannabinoids (except where prohibited by law), cocaine, methadone, methaqualone, opiates, phencyclidine and propoxyphene. In Kansas and Montana, the drug test will be a five-panel tests consisting of amphetamines, marijuana, cocaine, opiates, and PCP. Marijuana will not be tested in Philadelphia, PA, for pre-employment drug tests.

If a specimen is challenged, the lab will be available and willing to support their findings with secondary screenings of the same specimen and any other specimens requested by the host facilities. In Montana, split-specimen testing will be offered to applicants and employees who test positive.

A drug screen can be requested at any time for cause by the hospital or Advantage Medical Professionals, LLC. Appropriate documentation must include the circumstances, person reporting, the date and place of alleged issue.

If "for cause" drug screen is requested and done and the results are positive, the employee will not work. Agency will make employee aware of assistance programs available.

The agency or host facility will report positive "for cause" results to appropriate agencies and document, including date reported and the name of the person reporting.

The employee in question will be informed of his /her status with the agency/host facility.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

**Policy No.: HR 1.7.1**

**Effective: 12/22/16**

**Reviewed: 02/20/19, 11/23/20, 03/23/21**

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(FOR TESTING TO BE CONDUCTED IN ALABAMA, ARIZONA, ARKANSAS, CALIFORNIA [excluding the city of San Francisco], COLORADO [excluding the city of Boulder], FLORIDA, GEORGIA, HAWAII, ILLINOIS, INDIANA, KANSAS, KENTUCKY, LOUISIANA, MASSACHUSETTS, MISSISSIPPI, MISSOURI, MONTANA, NEW MEXICO, NORTH CAROLINA, NORTH DAKOTA, OHIO, OKLAHOMA, OREGON, SOUTH CAROLINA, TENNESSEE, TEXAS, UTAH, PENNSYLVANIA, VIRGINIA, WASHINGTON, AND WEST VIRGINIA).

#### **STATEMENT OF PURPOSE**

Advantage Medical Professionals ("Company"), is firmly committed to ensuring a safe, healthy, productive and efficient work environment for our employees, as well as our customers and to the public in general. The Company has a vital interest in preventing accidents and injuries resulting from the misuse of alcohol or drugs. The unlawful or improper presence or use of drugs or alcohol in the workplace presents a danger to everyone. For these reasons, the Company has established the following drug screening and substance abuse policy for employees. Compliance with the policy is required as a condition of continued employment with the Company.

#### **POLICY STATEMENT**

This policy applies to applicants for all clinical positions, including any applicant for any such position who was formerly employed by the Company, as well as all clinical employees, including employees in managerial or supervisory positions.

The Company maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist recovering addicts or alcoholics and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their drug and alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others.

Questions regarding the meaning or application of this policy should be directed to the Company's Human Resources Department.

This policy is not a contract of employment. If an applicant fails to comply with this policy, the applicant will be ineligible for employment. All Company employees are employed at-will, except as state or local law may limit such status, and employment can be terminated either by the employee or the Company at any time with or without cause and with or without notice.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

**Policy No.: HR 1.7.1**

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### **PROCEDURE FOR PRE-EMPLOYMENT DRUG TESTING OF APPLICANTS**

All applicants to whom the Company has given a conditional offer of employment are required to submit to a pre-employment drug test and must receive a negative result as a condition of employment, except as may otherwise be required by law

### **PROHIBITED CONDUCT CONCERNING ALCOHOL AND DRUGS**

#### **The following conduct by employees is prohibited:**

1. Reporting for work or remaining on duty after the employee has consumed alcohol in any amount that adversely affects the employee's job performance.
2. Consuming alcohol at any time during an employee's workday. This includes, but is not limited to, while an employee is on or off the premises of the Company, as well as during the employee's meal and other break periods.
  - a. Exception: This prohibition does not include the authorized and reasonable consumption of alcohol by an employee of legal drinking age at functions or activities sponsored by the Company or a client. However, responsible, professional, business-like behavior is expected of employees (including management) at all times. Inappropriate, unprofessional behavior associated with alcohol consumption may subject employees (including management) to disciplinary action, up to and including termination.
3. Engaging in any illegal or unauthorized use of drugs at any time while on or off-duty. This includes, but is not limited to, while an employee is on or off the premises of the Company, as well as during the employee's meal and other break periods.
  - a. This prohibition does not apply to prescription or over-the-counter medications taken by employees in safety-sensitive positions which:
    - i. have been lawfully prescribed to, or obtained by, the employee;
    - ii. are being used by the employee in accordance with the prescription's guidelines (if applicable); and
    - iii. before reporting to work under the influence of such medication, the employee has inquired whether the drug manufacturer or the employee's physician warns against driving, operating machinery or performing other work-related safety-sensitive tasks. If such warnings exist, the employee taking the medication must inform his or her supervisor of such restrictions before reporting to work under the influence of such substances. When informing his or her supervisor(s) or the Human Resources Department of such restrictions, the employee should not identify the medication(s) being used or the reason for its use. The Company will evaluate and respond to this information on a case-by-case basis. Responses may include, among other things, temporary job reassignment or modifications, a request for additional medical documentation and consultation, and/or an instruction that the employee not work until the restriction is removed. Any employee reporting to work in a safety-sensitive position without first advising the Company about warnings accompanying lawfully prescribed or obtained medications will be subject to disciplinary action up to and including possible termination of employment. An employee's lack of knowledge concerning such warnings will not excuse a violation of this rule where an employee has failed to make the inquiries required by this rule.
  - b. "Safety-sensitive positions" are generally defined as those positions in which impairment caused by drug or alcohol use would threaten the health or safety of any person. All clinical positions are considered to be "safety-sensitive."

# **Advantage Medical Professionals**

## **Policy and Procedure Manual**

### **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

**Policy No.: HR 1.7.1**

**Effective: 12/22/16**

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#### ***(PROHIBITED CONDUCT CONCERNING ALCOHOL AND DRUGS continued)***

4. Using or possessing “recreational marijuana” or “medical marijuana” in the workplace. All employees are prohibited from being under the influence of marijuana while at work. Employees who use recreational marijuana while off-duty in states where it is legal may test positive on a drug test required under this policy. Positive test results will not be excused by the “recreational” use of marijuana, except as may otherwise be required by law. Employees who use “medical marijuana” in states where it is legal must report this use to their supervisor or Human Resources, as described above, so that the Company may analyze the potential safety risk. The Company will comply with applicable state laws with regard to the use of “medical marijuana” to the extent that those laws impose any obligations on employers.
5. Failing to stay in contact with the Company or its medical review officer while awaiting the results of a drug test.
6. Engaging in the unlawful or unauthorized manufacture, distribution, dispensation, solicitation, sale, purchase, transfer or possession of drugs or alcohol while on Company-paid time, on Company premises, in Company vehicles, or while otherwise engaged in activities for or on behalf of the Company. This prohibition does not include the authorized distribution, dispensation, solicitation, sale, purchase, transfer or possession of alcohol at Company sponsored functions or activities. In addition, an employee’s illegal conduct involving drugs or alcohol during non-work times may also result in discipline, up to and INCLUDING discharge.
7. The refusal to submit to any drug or alcohol test that is required under the Company’s policy will result in the employee’s immediate termination of employment. This includes tests which employees agree to take in conjunction with rehabilitation.
8. Testing positive on any drug or alcohol test required under this policy, unless prohibited by law.

**Refusal to Submit to a Test:** An employee who engages in any of the following conduct will be considered to have refused to submit to a test:

refusing or failing to appear for any substance abuse test within a specified time, as determined by the Company, after being directed to do so by the Company;

failing to sign an authorization form permitting the release of the drug and/or alcohol test result to the Company;

failing to remain at the testing site until the testing process is complete;

failing to provide a urine, blood, breath or saliva specimen for testing;

failing to attempt to provide a urine, breath or saliva specimen for testing;

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY

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Policy No.: HR 1.7.1

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### *(PROHIBITED CONDUCT CONCERNING ALCOHOL AND DRUGS continued)*

failing to provide a sufficient amount of urine or breath when directed, without an adequate medical explanation;

failing or declining to take a second drug or alcohol test that the Company or collector has directed to be taken;

failing to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the Company as part of the “shy bladder” procedures, or the insufficient breath procedures;

adulterating or substituting a urine specimen, or attempting to adulterate or substitute a urine specimen;

in the case of a directly observed or monitored collection in a drug test, failing to permit the observation or monitoring of the provision of a urine specimen (unless prohibited by law); or,

failing to cooperate with any part of the testing process such as by delaying the collection, testing or verification process or otherwise engaging in conduct that clearly obstructs or manipulates, or attempts to obstruct or manipulate, the testing process.

## CONSEQUENCES FOR POLICY VIOLATIONS

**Positive Test Results:** Any applicant who receives a verified positive drug test result will be ineligible for employment with the Company, except as may otherwise be required by law.

**Refusal To Submit:** Any applicant who refuses to submit to a test will be ineligible for employment with the Company. The following conduct will be considered as refusing to submit to a test:

refusing or failing to appear for a substance abuse test within a specified time, as determined by the Company, after being directed to do so by the Company;

failing to sign an authorization form permitting the release of drug test result to the Company;

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PRE-EMPLOYMENT DRUG SCREEN POLICY**

**Policy Origin Date: 12/22/16**

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### ***(CONSEQUENCES FOR POLICY VIOLATIONS continued)***

failing to remain at the testing site until the testing process is complete;

failing to provide a urine or blood specimen for collection;

failing to provide a sufficient amount of urine when directed, without an adequate medical explanation;

failing or declining to take a second drug test that the Company or collector has directed to be taken;

failing to undergo a medical examination or evaluation, as directed by the MRO as part of the verification process, or as directed by the Company as part of the “shy bladder” procedures;

adulterating or substituting a specimen, or attempting to adulterate or substitute a specimen;

in the case of a directly observed or monitored collection in a drug test, failing to permit the observation or monitoring of the provision of a urine specimen (unless prohibited by law); and,

failing to cooperate with any part of the testing process, such as by delaying the collection, testing or verification process or otherwise engaging in conduct that clearly obstructs or manipulates, or attempts to obstruct or manipulate, the testing process.

### **CONSUMPTION OF FOOD OR FOOD-PRODUCTS CONTAINING HEMP**

Applicants who use recreational marijuana in states where it is legal are advised that a positive drug test result for marijuana will not be excused due to recreational use, except as may otherwise be required by law. Applicants and employees who use CBD and/or hemp products are advised that many of these products are unregulated and may contain THC, the psychoactive ingredient in marijuana, and may cause an applicant to test positive. A positive drug test result caused by CBD or hemp products will be treated as positive unless otherwise required by law.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PRE-EMPLOYMENT DRUG SCREEN POLICY**

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### **PROHIBITION ON EMPLOYEE WORKING**

No supervisor or manager who has actual knowledge that an employee has engaged in or is engaging in conduct prohibited under this policy shall permit the employee to work or continue working under such circumstances. Any employee who has been directed not to work or directed to stop working under such circumstances must immediately comply.

### **DRUG CONVICTIONS**

Pursuant to federal law, employees must notify their supervisor or the Human Resources Department of any criminal drug statute conviction for a violation occurring within the workplace within five (5) days of such conviction. Within ten (10) days of such notification or other actual notice, the Company will advise the contracting agency of such conviction. In addition, an employee charged with or convicted of a drug-related offense shall report the occurrence to his or her supervisor before reporting for further duty. Any employee convicted of a drug-related offense during his/her term of employment, whether based on activity on or off the job, shall be considered in violation of this policy and may be subject to adverse employment action, including possible termination, in the Company's sole discretion. If the employee has been charged with a drug-related offense, the Company may suspend the employee without pay pending the outcome of the charge.

### **NOTIFICATION OF TEST RESULTS, CONFIDENTIALITY AND TESTING EXPENSES**

Applicants and employees will be provided with a copy of their test results if they test positive or if otherwise required by law. The Company will maintain records of its substance abuse program in a secure location with controlled access. These records are confidential and will not be disclosed, except in accordance with applicable law. In Oklahoma, employees have the right to obtain copies of all information and records related to their drug and alcohol testing. In Montana, all information, interviews, reports, statements, memoranda, and test results are confidential communications that may not be disclosed to anyone except the tested employee, the designated representative of the employer, or in connection with any legal or administrative claim arising out of the employer's implementation of a testing program pursuant to Montana's drug testing law or in response to inquiries relating to a workplace accident involving death, physical injury, or property damage in excess of \$1,500, when there is reason to believe that the employee may have caused or contributed to the accident. Information obtained through testing that is unrelated to the use of a controlled substance or alcohol must be held in strict confidentiality by the medical review officer and may not be released to the Company.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

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The Company will pay for all drug or alcohol tests required by the Company, which includes a confirmation drug test performed on an applicant's urine specimen. The Company will also pay for the cost of the employee's transportation to a collection site when the test is conducted at a place other than the employee's normal work site.

All time an employee spends providing a specimen for testing, including travel time to and from the collection site in order to comply with a test required under this policy, shall be considered as working time.

In Illinois, if the Company elects to discipline any employee on the basis that the employee is under the influence or impaired by marijuana, the Company will afford the employee a reasonable opportunity to contest the basis of the determination.

In Montana, all information, interviews, reports, statements, memoranda, and test results are confidential communications that may not be disclosed to anyone except the tested employee, the designated representative of the employer, or in connection with any legal or administrative claim arising out of the employer's implementation of a testing program pursuant to Montana's drug testing law or in response to inquiries relating to a workplace accident involving death, physical injury, or property damage in excess of \$1,500, when there is reason to believe that the employee may have caused or contributed to the accident. Information obtained through testing that is unrelated to the use of a controlled substance or alcohol must be held in strict confidentiality by the medical review officer and may not be released to the Company.

### **DRUG TESTING PROCEDURES**

The Company's drug testing procedures comply with applicable state laws. The Company's procedures ensure the integrity, confidentiality and reliability of the testing process, safeguard the validity of the test results and ensure that test results are attributed to the correct individual. The procedures also minimize the impact upon the privacy and dignity of applicants and employees undergoing such tests. Drug testing will be conducted via urine testing. The Company has established a chain of custody procedure for urine specimen collection and testing that will verify the identity of each urine specimen and test result. All drug testing in Montana will follow the procedures utilized by the U.S. Department of Transportation, 49 C.F.R. Part 40.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

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### **LABORATORIES**

In general, drug tests will be administered at outside collection facilities and analyzed by laboratories which are certified by the U.S. Department of Health and Human Services ("DHHS-certified laboratory"), or are otherwise required or permitted by applicable state and local law. On Occasion, when required by clients, or for reasonable suspicion testing, post-accident testing or diversion-based testing, testing may be conducted on-site at the employee's work location, if permitted by law. All drug testing in Montana will follow the procedures utilized by the U.S. Department of Transportation, 49 C.F.R. Part 40.

### **REQUIRED TESTS**

Except as otherwise provided in this policy, employees are required to submit to testing under the circumstances described below. Except where conditions otherwise require, all tests will normally be conducted either during or immediately after the regular work period, which includes any period when an employee is working overtime. Employees will be paid for time spent being tested.

#### **"Reasonable Suspicion" Drug and Alcohol Testing**

An employee must submit to a drug test and/or an alcohol test whenever the Company has, in accordance with the applicable state law, reason to suspect the employee has or may have used drugs or alcohol in violation of the Company's policy.

Except as applicable state law may otherwise provide, the Company's "reasonable suspicion" determinations will be based on specific, current observations that can be verbalized, including but not limited to the employee's appearance, behavior, speech, or body odors. These observations may also include indications of an employee's chronic use of, or the effects of withdrawal from, drugs or alcohol.

All "reasonable suspicion" tests must be administered as soon as possible following the determination.

The Company shall transport or make arrangements for the transport of the employee to and from the collection site.

An employee who is required to submit to a "reasonable suspicion" test will be suspended after the completion of the drug or alcohol tests, pending receipt of the test results. The Company also reserves the right to evaluate the employee's conduct that triggered the drug and/or alcohol test, to determine if the conduct in and of itself warrants discipline, up to and including termination.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

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#### **Post-Accident Drug and Alcohol Testing**

Unless otherwise required by applicable state law, whenever an employee causes or contributes to a work-related accident (as defined below), the employee may be required to submit to a drug test and/or an alcohol test. In California, Massachusetts, and Pennsylvania, post-accident drug and alcohol testing will be limited to safety-sensitive employees, generally defined as those positions in which impairment caused by drug use would threaten the health or safety of any person.

#### **As used in this policy, “work-related accident” means an accident:**

which occurs while the employee is on the premises of the Company or at another work-site location, or is off-site while engaged in activities for or on behalf of the Company, or while the employee is operating a vehicle, including the employee’s, for or on behalf of the Company, and

the accident results in one or more of the following: (i) a fatality; or (ii) bodily injury to any individual who, as a result of the accident, requires immediate medical treatment (excluding first aid) at or away from the scene of the accident; or (iii) property or vehicle damage to Company property or to the property of a customer that is reasonably anticipated to exceed \$500.

In Montana, a post-accident test may be required of a covered employee where the Company has reason to believe the “employee’s act or failure to act is a direct or proximate cause of a work-related accident that has caused death or personal injury or property damage in excess of \$1,500.”

All post-accident tests must be administered as soon as possible following the accident. Employees who are involved in a work-related accident must remain readily available for testing or will be considered to have refused to submit to a test. However, an employee who is involved in a work-related accident is not prohibited from leaving the scene of an accident for the period of time necessary to obtain assistance in responding to the accident or to obtain necessary emergency medical care for the employee or others who injured as a result of the accident.

Except where circumstances do not permit, the Company shall transport or make arrangements for the transport of the employee to and from the collection site.

An employee who is required to submit to a post-accident test will be suspended after the completion of the test, pending receipt of the test results. The Company also reserves the right to evaluate the employee’s conduct that triggered the test, to determine if the conduct in and of itself warrants discipline, up to and including termination.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

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### **PRE-ASSIGNMENT DRUG TESTING REQUIRED BY CUSTOMERS**

The Company will conduct pre-assignment drug testing when customers require that employees be drug tested prior to assignment to the customer, and where permitted by law. In California and Pennsylvania, pre- assignment drug testing will be limited to safety-sensitive employees, generally defined as those positions in which impairment caused by drug use would threaten the health or safety of any person. In Montana, no pre- assignment drug testing will be conducted.

Employees who refuse to submit to customer-required pre-assignment drug tests, or who test positive, will not be permitted to work for the customer and will be subject to disciplinary action.

### **DIVERSION-BASED DRUG TESTING REQUIRED BY CUSTOMERS**

The Company will conduct diversion-based drug testing when customers report that drugs have been diverted from the locations where the employee works, and where permitted by law. In California and Pennsylvania, diversion-based drug testing will be limited to safety-sensitive employees, generally defined as those positions in which impairment caused by drug use would threaten the health or safety of any person. In Montana, no diversion-based drug testing will be conducted.

Employees who refuse to submit to customer-required diversion-based drug tests, or who test positive, will not be permitted to work for the customer and will be subject to disciplinary action.

### **OTHER DRUG TESTING REQUIRED BY CUSTOMERS**

The Company will conduct additional types of drug tests when customers require them, e.g., annual drug tests or bi-annual drug tests, where permitted by law. In California and Pennsylvania, additional drug testing will be limited to safety-sensitive employees, generally defined as those positions in which impairment caused by drug use would threaten the health or safety of any person.

Employees who refuse to submit to customer-required drug tests, or who test positive, will not be permitted to work for the customer and will be subject to disciplinary action.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

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### **CONSEQUENCES FOR POLICY VIOLATIONS**

Employees who violate the Company's policy are subject to the following consequences:

**REFUSAL TO SUBMIT:** Employees who refuse to submit to a test when requested will be terminated from employment.

**POSITIVE TEST RESULTS:** Any employee who receives a verified positive drug test result or a confirmed alcohol test result of 0.04 BAC or greater will be terminated, unless prohibited by law. The Company will comply with applicable state laws with regard to the use of medical marijuana to the extent that those laws impose any obligations on employers and to the extent that safety is not compromised.

**OTHER POLICY VIOLATIONS:** The employee will be immediately removed from his or her job duties and will be subject to discipline, up to and including termination. In addition to the consequences imposed under this policy, an employee who unlawfully manufactures, distributes, possesses, or uses a controlled substance may be subject to criminal fines and/or imprisonment under federal, state and/or local law.

### **FITNESS-FOR-DUTY EVALUATION**

Whenever a safety-sensitive employee is required to submit to a "reasonable suspicion" test and receives a negative test result, the Company may require the employee to submit to a fitness-for-duty evaluation. The evaluation may include a review of the employee's medical records and/or a medical examination. The purpose of the evaluation is to determine whether the employee poses a significant risk of substantial harm to the health and safety of the employee or others in the workplace, including customers and visitors. Employees will be required to provide the necessary authorizations for obtaining the medical records and conducting the examination. Depending upon the results of the evaluation, the Company will consider whether the safety or health risk can be eliminated or sufficiently reduced by a reasonable accommodation, if applicable.

# **Advantage Medical Professionals Policy and Procedure Manual**

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### **POTENTIAL LOSS OF WORKERS' COMPENSATION AND/OR UNEMPLOYMENT COMPENSATION BENEFITS**

An employee's violation of the Company's policy will be considered as gross and willful misconduct. In addition to the discipline and other consequences imposed under this policy, therefore, such employee misconduct may also result in the denial of unemployment compensation under applicable state law. Additionally, employees who are injured as a result of using drugs or alcohol in violation of this policy and/or the other Company safety rules also risk forfeiture of workers' compensation benefits under the applicable state law. In West Virginia, an injured employee who refuses to submit to drug and/or alcohol testing forfeits eligibility for unemployment compensation benefits, and if injured, for indemnity benefits under the Worker Compensation Laws.

### **DRUGS TESTED**

Unless otherwise prohibited by law, the Company will test for the following drugs: amphetamines, barbiturates, benzodiazepines, cocaine, marijuana (unless prohibited by law), methadone, methaqualone, opiates, phencyclidine (PCP), propoxyphene and their metabolites. If a customer requires it, additional drugs may be tested, as permitted by applicable law. In Kansas and Montana, the Company will test only for amphetamines, cocaine, marijuana, opiates, PCP, and their metabolites. In Oklahoma, the Company will test for drugs and alcohol as defined in the Standards for Workplace Drug and Alcohol Testing Act, including controlled substances approved for testing by the State Commissioner of Health

### **CONFIRMATION AND REVIEW OF DRUG TEST RESULTS**

All positive drug test results will be confirmed by gas chromatography and mass spectrometry ("GC/MS"). All confirmed positive drug test results will be reviewed by a medical review officer ("MRO") to determine whether there is any legitimate explanation for the positive test result. This review may include a medical interview, review of the applicant's/employee's medical history, or review of any other relevant biomedical factors and all medical records made available by the applicant.

An applicant's/employee's use of prescription and over-the-counter medications may result in a positive test result. Applicants/employees will be given the opportunity to discuss with the MRO any legitimate explanation for the positive test result. Applicants/employees may provide any information which may be considered relevant to the test, including identification of prescription or nonprescription drugs currently or recently used, or other relevant medical information.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

**Policy No.: HR 1.7.1**

**Effective: 12/22/16**

**Reviewed: 02/20/19, 11/23/20, 03/23/21**

**Revised: 10/12/21, 01/18/22, 06/08/22, 11/30/22, 05/05/23**

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If the MRO determines that there is a legitimate medical explanation for the confirmed positive test result, the MRO will report the test result as negative, except that medical marijuana use will be reported to the Company for further discussion with the applicant. If the MRO determines that there is no legitimate explanation for the confirmed positive test result, the result will be verified by the MRO as a confirmed positive test. If an applicant refuses or fails to make himself/herself available to speak with the MRO, the MRO may verify a test as positive without having communicated directly with the tested individual. If the MRO reports to the Company that a negative drug test was dilute, the applicant/employee will be directed to take another test immediately. If the applicant/employee refuses to take a second test, this constitutes a refusal to test. If the second test is negative dilute, the test stands as a negative.

### **RIGHT TO REQUEST CONFIRMATORY RE-TEST AFTER TESTING POSITIVE**

Applicants and employees who test positive may request a confirmatory re-test of the original specimen, at their own expense, in a different DHHS-certified laboratory (or other laboratory required or permitted under state law) selected by the Company (unless otherwise required by law). In general, this request must be made by the applicant/employee within 72 hours of notification of the positive test result by the MRO, unless otherwise specified by law. However, in certain states, including Illinois (marijuana only) and in North Carolina, applicants/employees who test positive will be notified by the Company in writing of their test results and will be advised of the time period in which to request a confirmatory re- test. No other appeal procedure is available.

### **INABILITY TO PROVIDE ADEQUATE AMOUNT OF URINE**

Applicants/employees must provide at least 45 milliliters of urine for a drug test. If the applicant/employee is unable to provide such a quantity of urine, then the individual will be instructed to drink a set amount of fluids and, after a set period of time, again directed to provide a complete specimen. If the applicant/employee refuses to drink the fluids as directed, or refuses to provide a new urine specimen, this will constitute a refusal to submit to a test. If an applicant/employee has not provided a sufficient specimen within a certain time period after the first unsuccessful attempt to provide the specimen, the Company will direct the applicant/employee to submit to blood testing, where permitted by law. If blood testing is not permitted by law or is not feasible, the applicant/employee will be directed to submit to a medical evaluation, as soon as possible, from a physician selected by the Company. If the physician determines that there is no legitimate medical explanation for the individual's failure to provide an adequate amount of urine, this will constitute a refusal to submit to a test.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

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If the physician determines that there is a legitimate medical explanation for the individual's failure to provide an adequate amount of urine, the Company, in consultation with the physician or MRO, will determine whether the applicant/employee should be retested, including whether a reasonable accommodation, if applicable, can be made which will provide an adequate, accurate and timely test result that will not impose an undue hardship on the program.

### **ADULTERATED OR SUBSTITUTED URINE SPECIMENS**

Procedures for collecting specimens allow an individual privacy unless there is a reason to believe that a particular individual may adulterate or substitute the specimen. In such cases, a specimen may be obtained under the direct observation of a collection site person of the same gender as the applicant, unless prohibited by law.

### **ALCOHOL TESTING**

#### **IN GENERAL**

Except as provided below, alcohol screening tests will be performed either by a screening test technician ("STT") using a non-evidential screening device which the STT is proficient to operate, or by a breath alcohol technician ("BAT") using an evidential breath testing device ("EBT") which the BAT is proficient to operate. The Company will only use non-evidential alcohol screening devices that are on the National Highway Traffic Safety Administration's ("NHTSA") Conforming Products List ("CPL") for non-evidential screening devices and EBTs which are on the NHTSA's CPL for evidential breath measurement devices.

#### **CONFIRMATION OF ALCOHOL TEST RESULTS AND THRESHOLD FOR POSITIVE TEST RESULTS**

If the result of the screening test is an alcohol concentration of 0.02 or greater, a confirmation test will be performed. The confirmation test will be conducted within 30 minutes from the end of the screening test. The confirmation test result is the final result upon which any discipline or other action taken under the Company's policy shall be based. The Company will consider .04 BAC or greater to be a positive test result.

In Nebraska, an employee who tests positive for alcohol on a breath test may immediately request confirmation by providing a blood specimen for testing.

# **Advantage Medical Professionals**

## **Policy and Procedure Manual**

### **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

**Policy No.: HR 1.7.1**

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**Reviewed: 02/20/19, 11/23/20, 03/23/21**

**Revised: 10/12/21, 01/18/22, 06/08/22, 11/30/22, 05/05/23**

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#### **INABILITY TO PROVIDE ADEQUATE SPECIMEN AMOUNT FOR ALCOHOL TESTING**

If the employee is unable to provide sufficient saliva to complete a test on a saliva screening device, the STT shall conduct a new test, using a new device. If the employee refuses to complete the new test, this will constitute a refusal to submit to a test and the employee will be terminated. If the new test is completed, but there is an insufficient amount of saliva to activate the device, the employee shall immediately take a breath alcohol test using an EBT. If the employee refuses to submit to the test using an EBT the employee will be terminated.

Each employee shall blow forcefully into the mouthpiece of the EBT for at least six (6) seconds or until the EBT indicates that an adequate amount of breath has been obtained. If an employee fails to provide or claims that he or she is unable to provide a sufficient amount of breath to permit a valid breath test, the Company will direct the employee to submit to blood testing. If blood testing is not feasible, then the Company will direct the employee to obtain, within five days, an evaluation from a licensed physician who is acceptable to the Company and who has expertise in the medical issues raised by the employee's failure to provide a sufficient specimen. Failure to undergo such an evaluation constitutes a refusal to test. If the physician concludes that a medical condition has, or with a high degree of probability could have, precluded the employee from providing a sufficient amount of breath, the employee's test will be canceled. If the physician concludes that there is not an adequate basis for determining that a medical condition has, or with a high degree of probability could have, precluded the employee from providing a sufficient amount of breath, the employee will be considered to have refused to test.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY Policy**

**Origin Date: 12/22/16**

**Policy No.: HR 1.7.1**

**Effective: 12/22/16**

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### **ALCOHOL TESTING IN HAWAII, LOUISIANA AND OREGON**

When alcohol testing is required in Hawaii, Louisiana and Oregon, the Company will direct the employee to submit to a blood test. In Oregon, blood testing will be directed only when the test is not a reasonable suspicion test, or the employee does not consent to breath testing. Blood tests will be analyzed at a certified laboratory and positive test results will be subject to confirmatory testing conducted by gas chromatography and mass spectrometry ("GC/MS") as well as MRO review.

An employee who receives a verified positive blood alcohol test result may request a confirmatory "re-test" of the original blood specimen at a different DHHS-certified laboratory (or other laboratory required or permitted under state law) selected by the Company. This request must be made by the employee within 72 hours of being notified by the MRO of a verified positive test result (unless otherwise required or permitted under state law).

### **SELF-IDENTIFICATION OF SUBSTANCE ABUSE PROBLEM**

Consistent with and subject to the Company's policies concerning the Family and Medical Leave Act, and personal leaves and vacations, employees who voluntarily self-identify themselves as having a drug or alcohol problem and who voluntarily request assistance for such problem will be referred to a substance abuse professional for an evaluation and for an appropriate counseling, treatment or rehabilitation program, if recommended. The cost of the evaluation and any counseling, treatment or rehabilitation is the employee's responsibility. (For further details concerning the employee's payment obligations, employees should refer to their individual medical insurance plan.)

This request must be made before the employee is required to submit to a drug or alcohol test required by this policy. Employees may not use this self-identification provision to avoid taking a test when required under this policy or to avoid being disciplined for receiving a positive test result or for refusing to submit to a test.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

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Once leave commences, periodic certification that the employee is actively continuing to participate in the program, together with progress reports, shall also be required. As a further condition of taking such leave, the employee will be required to authorize the attending substance abuse professional to communicate directly with the Company, including to release the employee's relevant treatment records to the Company, except as federal or state law may otherwise require. All such oral and written communications between the substance abuse professional and the Company shall be treated as confidential.

Except where the federal or state law prohibits, all leave time taken for the evaluation, counseling, treatment or rehabilitation will be counted against the leave to which the employee may be entitled under the federal or state Family and Medical Leave laws, or other applicable leave policy, if any.

In accordance with the applicable "Agreement For Voluntary Treatment and Conditions for Continued Employment" executed by the employee prior to the commencement of such leave, the employee may be required to submit to a return-to-duty drug test as a condition of returning to work and receive a negative result. In some cases an employee may be required to submit to a return- to-duty alcohol test as a condition of returning to duty, and if tested, must receive a negative test result. The employee may also be required to submit to unannounced follow-up drug tests and/or unannounced follow-up alcohol tests as part of the program.

### **INSPECTIONS**

**Inspections Of Company Property:** The Company may conduct unannounced random inspections at any time and without cause for the presence of illegal drugs or unauthorized alcohol on Company facilities and property such as (but not limited to) Company-issued vehicles, desks, file cabinets, and lockers. Employees are expected to cooperate in the conduct of such inspections.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: DRUG & ALCOHOL TESTING AND SUBSTANCE ABUSE POLICY**

**Policy Origin Date: 12/22/16**

**Policy No.: HR 1.7.1**

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**Inspections Of Individual Property:** Personal inspections of employees and their personal property, such as (but not limited to) vehicles, clothing, packages, purses, brief cases, lunch boxes, or other containers brought onto or being taken off of Company premises, may be conducted by the Company when there is reasonable suspicion to believe that the individual may have or has violated the drug or alcohol prohibitions contained in this policy.

#### **EMPLOYEE ASSISTANCE PLAN AND DRUG-FREE AWARENESS PROGRAM**

In order to maintain a drug-free workplace, the Company has established a drug-free awareness program to educate employees on the dangers of drug abuse in the workplace, our drug-free workplace policy, the availability of any drug-free counseling, rehabilitation and any employee assistance programs and the penalties that may be imposed for violations of our drug-free workplace policy.

As part of the Company's commitment to provide a safe, healthy and efficient working environment for our employees, the Company maintains an Employee Assistance Program ("EAP"). The EAP provides information concerning the effects and consequences of alcohol and drug use on an individual's health, work, and personal life and the signs and symptoms of an alcohol or drug problem. In addition, the EAP provides referral services to employees and their families seeking help with problems resulting from alcohol misuse and drug use. Participation in this program is voluntary and confidential. The EAP can discuss available counseling, treatment and rehabilitation programs, fiscal responsibilities, and can help the employee decide what program might be best for his or her situation. For further information or to arrange an appointment, employees may contact the EAP at the following numbers:

Healthcare EAP – A division of ESI 1-800-252-4555 or 1-800-225-2527 [www.HealthCareEAP.com](http://www.HealthCareEAP.com)

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PRIMARY SOURCE VERIFICATION**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 1.8**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 12/22/06, 02/20/19, 11/23/20,  
12/03/21, 11/03/22**

**Revised: 01/28/09, 04/10/15, 2/3/20, 04/04/23**

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### **Purpose**

To validate the potential employee experience as stated on their application.

### **Policy Statement**

Primary source verification is necessary to assure employment history is accurately reflected on both the application and resume. This will prevent hiring someone who has misstated, falsified or otherwise modified their application.

### **Procedure/Guidelines**

Advantage Medical Professionals, LLC utilizes a third party employment background screening company to obtain primary source verification of all employment and educational history. All work history for the past seven (7) years must be verified. In the case of long-term supplemental staff, agency name and last three years of assignments must be verified.

Verification of history will include duties and responsibilities at each facility or assignment.

The name of the person performing the check and the date of review will be included.

The results of work history verification will be evaluated by the appropriate agency personnel to determine if applicant is a candidate for hire and placed in his/her file.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Equal Employment Opportunity**

**Policy Origin Date: 01/4/17**

**Policy No.: HR 1.9**

**Effective: 01/04/17**

**Reviewed: 02/03/20, 11/23/20, 12/03/21, 11/03/22, 11/20/23**

**Revised: 02/20/19**

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### **Purpose**

Advantage Medical Professionals, LLC provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

### **Policy Statement**

Advantage Medical Professionals, LLC expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: LICENSE EXPERIENCE PARAMETERS FOR HIRE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.0**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 06/05/13, 12/22/16, 02/20/19, 11/23/20,  
12/03/21**

**Revised: 01/28/09, 04/10/15, 12/22/16, 02/20/19, 10/31/19,  
02/03/20, 07/19/22, 04/26/23**

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### **Purpose**

To validate a potential employee has adequate experience to work for the agency.

### **Policy Statement**

All employee or potential employees will be screened to be sure they have the necessary experience to work for the agency.

### **Procedure/Guidelines**

All clinical employees shall have a minimum of one (1) year satisfactory work experience in the assigned area within the last two years. This experience will be primary source verification with work history and reference checks. The documentation will be placed in the employee file.

In addition, all clinicians must satisfactorily complete:

- Job Application that includes work history and education
- Minimum two (2) employment verifications/references – Manager or Supervisor preferred
- Satisfactory completion of clinical skills checklist
- Current BLS certification course (additional certifications as required (ACLS, PALS, etc.)
- Completion of Industry Recognized Testing System
  - Abuse and Neglect
  - Advanced Directives
  - Age Specific
  - Body Mechanics
  - Care Planning
  - Complaints and Grievances
  - Compliance
  - Cultural Diversity
  - Fall Prevention
  - Ethics



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: LICENSE EXPERIENCE PARAMETERS FOR HIRE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.0**

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04/26/23**

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- Completion of Industry Recognized Testing System Cont.
    - Environment of Care
      - Life Safety
      - Hazardous Materials
      - Waste Management
      - Medical Equipment Management
      - Emergency preparedness
      - Utility Management
      - Security Management
      - Bio-terrorism
      - Fire Safety
    - HIPAA
    - Infection Control
    - Latex Allergy
    - Legal Issues in Healthcare
    - OSHA Healthcare Safety
    - Pain Management
    - Patient Rights
    - Patient Safety
    - Quality Improvement
    - Restraints
    - Risk Management
    - Sexual Harassment
    - Substance Abuse Recognition
    - Workplace Violence
  - Competency-based performance evaluation (every two years, unless required more frequently per client request and/or state nurse pool registry/license).
  - Compliance with OSHA Standard CFR 1910.1030, exposure to bloodborne pathogens standards.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: LICENSE EXPERIENCE PARAMETERS FOR HIRE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.0**

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02/03/20, 07/19/22, 04/26/23**

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- All clinicians must submit for visual review their new license/permit/certification annually. Where applicable, these items are verified online.
  - Job Descriptions - All employees are given a job description.
  - The following tests are administered to applicants. Acceptable passing score for tests is 80%.

Registered Nurses:	Medication Test
	Area Specific Test
	Other at client specific requirements/requests
Licensed Practical/Vocational Nurses:	Medication Test
	Area Specific Test
	Other at client specific requirements/requests
Respiratory Therapists:	Area Specific Test
	Other at client specific requirements/requests
Certified Nursing Assistants:	Area Specific Test
	Other at client specific requirements/requests
Surgical Technician/OR Tech:	Area Specific Test
	Other at client specific requirements/requests
Ancillary/Allied Health Professionals:	Area Specific Test
	Other at client specific requirements/requests

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: INTERVIEWING POLICY AND PROCEDURES**

**Policy Origin Date: 07/10/23**

**Policy No.: HR 2.0.1**

**Effective: 07/10/23**

**Reviewed:**

**Revised:**

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### **Objective**

Advantage Medical Professionals, LLC, believes that hiring qualified individuals to fill positions contributes to the overall success of the company. Each employee is hired to make significant contributions to the Company and its clients. In hiring the most qualified candidates for positions, the following process should be followed.

### **Interview Process**

The recruiting team will screen candidates including verbal interviews, applications and / or resumes prior to any clinical assignment.

### **Interview Content**

During the interview process the following information may be obtained, but not limited to:

- Confirmation of having an active unencumbered license or certification allowing them to practice in the state they are being submitted to.
- What specialty does the clinician have at least one year of experience within the last two years?
- Where did the clinician receive their initial clinical training education?
- What kind of EMR experience does the clinician have?
- Does the clinician have previous experience as a travel clinician?
- At what types of hospitals or healthcare facilities has the clinician worked?
- How many beds were in the facilities where the clinician worked?
- What units has the clinician worked?
- What was the nurse: patient ratio at facilities where the clinician worked?
- What is the clinician's preferred shift time?
- What did the clinician like or dislike about their most recent position?
- Is the clinician's schedule flexible to accommodate working the schedule requested by the client?
- What requested time off (RTO) would the clinician need during the contract period?

### **Interview Completion**

Notation will be made in the candidate tracking program of interview completion.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: JOB DESCRIPTIONS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.1**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 02/20/19, 11/23/20, 12/03/21, 11/03/22,  
11/20/23**

**Revised: 01/28/09, 06/05/13, 04/10/15, 12/29/16, 10/31/19**

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### **Purpose**

To assure that each agency officer, director, manager, and employee has an appropriate job description which pertains to their duties and responsibilities within the agency.

### **Policy Statement**

To assure that each agency employee knows the requirements and expectations of his/her job position. The agency employee will sign a signature page acknowledging their understanding of their job description.

### **Policy/Guideline**

Each employee will receive a copy of the appropriate job description that fully defines the minimum clinical competence and qualifications consistent with staff job responsibilities.

The agency accurately represents clinical staff qualifications, clinical competency, licensure, registration, and/or certification to the consumer.

The agency only places clinical staff in areas of practice within the scope of their license, registration, certification, or clinical competence.

The job description defines duties expected of the employee, position responsibilities and accountabilities.

Each job description identifies to whom the employee reports.

The employee will sign and date the job description signifying understanding of the duties and expectations required for the job and also that he/she has received a copy of the job description.

The signed job description or acknowledgement signature is placed in the employee file.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: COMPETENCY AND MANDATORY TESTING REQUIREMENTS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.2**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 12/29/16, 02/20/19, 11/23/20, 11/03/22,  
10/15/23**

**Revised: 02/28/09, 06/05/13, 04/10/15, 02/20/19, 06/29/21**

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### **Purpose**

The testing standards are a means used to assess the agency's tools to measure the competence and clinical knowledge base of the applicant in their general field as well as in any specialty areas they declare as experienced. These standards will also assess the agency's tools for measuring applicant's knowledge, competency, conflict resolution and expertise in the job area for which they are applying.

To assure any applicant for hire/employee meets or exceeds all mandatory in-service requirements and all subsequent mandatory testing as required by agency/host facility.

### **Policy Statement**

Competency of the applicant is determined through consistent and standardized methods. These particular tests validate the required knowledge base for clinical expertise.

The testing standard assures the client and agency of the quality and competence of the individual.

Mandatory testing will be done on hire. A passing grade of at least 80% must be obtained in each areas of testing. Core competencies are tested on hire and minimally every three years or more frequently as needed or requested by clients.

### **Procedure/Guideline**

It is the responsibility of the employee to maintain current annual testing requirements as a condition of employment.

Mandatory testing includes OSHA and Joint Commission requirements, age specific competency, Infection Control, Body Mechanics, Fire and Safety and any other requirements of the agency or host facility.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: COMPETENCY AND MANDATORY TESTING REQUIREMENTS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.2**

**Effective: 07/18/08**

**Reviewed: 04/05/11, 04/10/15, 12/29/16, 02/20/19, 12/3/20,  
06/29/21, 11/03/22, 10/15/23**

**Revised: 02/28/09, 06/05/13, 02/20/19, 01/22/21**

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All candidates for hire and all employees will establish their knowledge base and expertise for the job for which they apply via testing.

Testing can be done electronically or orally. Electronic testing via industry recognized electronic testing program, or with host facility may be done off site. All other testing will be done on site. On site testing will have a proctor.

A passing score of 80% is mandatory on each area of testing.

Candidates for hire may retest two (2) times. If an applicant fails to successfully complete the testing requirements with a passing score of 80% on three consecutive attempts, then the employee may not reapply for a position for a period of one year. Exception to this can only be made in the event of technical issues with the testing program.

Documentation will include test name and test scores. Some clients require remedial testing to 100% and agency will comply.

Host facilities may have additional testing to assess competency and critical thinking. Agency will request to receive the results from the host facility and the results will be placed in employee file.

If mandatory testing is not completed in the specified time frame, the employee is ineligible to work until testing is current.

*{Covid- 19 Public Health Emergency (PHE) extension: In agreement with the COVID-19 Emergency declaration issued by The Trump Administration and the LA Governor's office we are allowing an extension on required credential expirations. This will permit clinicians to schedule assignments after their current credential expiration date. The purpose of this extension is to assist clients during crisis staffing needs. We are postponing the deadline for completing requirements throughout the COVID-19 PHE until the end of the first full quarter after the declaration of the PHE conclusion}*

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CLIENT DRIVEN COMPETENCY TESTS POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.3**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 02/20/19, 12/3/20,  
12/01/21, 11/03/22, 10/15/23**

**Revised: 01/28/09, 12/29/16, 02/10/19**

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### **Purpose**

The purpose of this policy is to establish a method of communication to share testing results between host facility and employee.

### **Policy Statement**

Testing of all employees is essential to assure the client and the agency of the competence of the employee.

### **Policy/Guideline**

It is the responsibility of the employee to keep all mandatory requirements current.

A client may want additional testing to further evaluate the competency of the employee. This testing will be done at the client facility. The employee must take and pass with 80% or greater in each aspect of the testing elements.

Any testing required by the client facility will be required of any employee desiring to accept assignments at the client facility.

The test results will be communicated to the agency and placed in employee file. The date of the test and the person reporting will also be documented.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TESTING PROCEDURES AND PASSING PROCEDURES**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.4**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
12/3/20, 12/01/21, 11/03/22, 10/15/23**

**Revised: 01/28/09**

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### **Purpose**

To assure a standardized system for testing any individual and alleviating any disadvantage in the testing process. To validate competency a minimum grade of 80% is required on all mandatory tests.

### **Policy Statement**

To assure the client and the agency that the most qualified and competent healthcare professionals are hired. Testing standards assure that patient care will be delivered in a safe and competent manner.

### **Procedure/Guideline**

It is the responsibility of the employee to maintain all mandatory testing.

The testing format will be decided by the agency and host facility.

Any on site testing will be proctored by a qualified staff member.

A passing score of minimally 80% is required.

You may retest two (2) times and if you do not remediate to a score of at least 80%, you will no longer be considered for employment for a period of one year.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RETESTING POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.5**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
12/3/20, 12/01/21, 11/03/22, 11/20/23**

**Revised: 01/28/09**

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### **Purpose**

To define an avenue for second testing in the event that a score does not meet the minimum standard allowing for fair and equitable treatment of all employees who are tested for competency and medication administration as well as mandatory and specialty testing.

### **Policy Statement**

All test scores will be documented in employee file. The results of both tests will be reviewed with the employee.

### **Policy/Guideline**

You may retake a test two (2) times.

Failure to pass test a third time will make the employee ineligible for placement in a client facility for a period of one year.

Results of all testing will be placed in employee file and staffing system. The retesting policy must minimally remediate to 80% with the understanding that some clients will require 100% remediation. If this is the case, the agency will comply.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: FIELD STAFF REASSIGNMENT/FLOATING POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.6**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
12/03/20, 12/01/21, 11/03/22, 10/15/23**

**Revised: 01/28/09**

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### **Purpose**

To assure employees who are reassigned/floated as necessary are re-assigned to areas that fall within their scope of practice.

### **Policy Statement**

The agency has a firm policy and procedure for handling staff reassignment by clients only to their areas within their scope of practice or documented area of expertise. A policy defining appropriate assignment areas for agency employees assists in guarding against placement of staff outside their area of training or expertise. This reduces risk of liability.

### **Procedure/Guideline**

The policy on floating and re-assignment should have what the agency considers acceptable and safe "floatable areas" for their staff.

Contracts will identify and define re-assignment parameters, including areas for appropriate re-assignment given the credentials of the staff to be re-assigned.

Any employee who is asked to float should notify the agency immediately if it is out of their area of expertise. This should be done before you accept any assignment.

The agency will contact the client and discuss the situation and help to resolve the issue.

Refusing to float in an area that is in your scope of practice will not be tolerated.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: OPTIONS FOR EMPLOYEES CANCELLED FOR CAUSE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.7**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 02/20/19, 12/03/20,  
12/03/21, 11/03/22, 10/15/23**

**Revised: 01/28/09, 12/29/16**

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### **Purpose**

To assure the policy for employees who have been terminated from an assignment or contract for cause will receive fair and equitable treatment.

### **Policy Statement**

The agency has a policy for any employee whose contract has been terminated or cancelled for cause. The purpose of the policy is to be sure the employee is treated fairly and equitably in the review process.

### **Procedure/Guideline**

Any employee who has had their contract terminated or cancelled for cause will have an opportunity to present their side of the events leading to the termination.

The agency policy for options for employees terminated for cause assures there are clearly defined guidelines for documenting any termination and to guarantee fairness to the individual throughout the process.

The complaint/terminations will be handled through peer review or an ad hoc grievance committee of the Advisory Committee.

Reporting practices should have a documented chain of custody for all official documents.

All documentation will include the date and time of the incident/issue, nature of the incident, all actions taken, all actions considered to correct or otherwise resolve the situation with the client facility.

The incident will be documented in the employee file and will be shared only with people on a need-to-know basis. Maintain HIPPA in dealing with issues of employee counseling.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: MAINTENANCE OF OPEN ORDER NEEDS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.8**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 02/20/19, 11/23/20,  
12/03/21, 01/26/22, 10/15/23**

**Revised: 01/28/09, 12/29/16, 02/20/19**

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### **Purpose**

The standards for Open Order Maintenance is to assure the agency is portraying an accurate picture of the placement needs as to specialty, required skills, certifications required and experience level.

### **Policy Statement**

The Needs List Maintenance Policy assures that the needs list is all inclusive, including the specific nature of the facility needs as well as any specific credentials and skills required by the facility in order to assure the best and most accurate match.

### **Procedure/Guideline**

The electronic staffing data base/credentialing interface maintains all open orders. This data base identifies any shift requests and shifts filled by the agency. Open Order Maintenance is available 24 hours a day.

The open order list electronically defines the date and time the request was logged, the date and time the shift is needed, the requested personnel RN, LPN, LRT & CNA and any certifications required, and specific skills.

The name of the person receiving the information and the person who filled the shift should also be documented.

The credentials of the Clinician accepting the assignments and their experience must be documented to assure that qualified staff is assigned appropriately.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: DNR – DO NOT RETURN POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 2.9**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 02/20/19, 12/03/20,  
12/03/21, 11/03/22, 11/21/23**

**Revised: 01/28/09, 12/29/16**

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#### **Purpose**

The agency has a policy defining options for employees who have been Do Not Return by client facility.

#### **Policy Statement**

This policy will assure the employee has rebuttal opportunities in the event they are determined to be a Do Not Return employee.

#### **Procedure/Guideline**

The employee will be informed by the agency of the DNR.

The incident causing the DNR will be discussed with the employee.

The agency will discuss at length with the client the allegation. The incident, date and time as well as any others involved should be discussed.

The client and the agency will attempt to resolve the situation to have the best outcome for all concerned.

The agency will discuss the final decision and findings with the employee.

If the employee is not satisfied with the final outcome, they may use the grievance process. Refer to the grievance procedure.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Post DNR POLICY**

**Policy Origin Date: 06/25/19**

**Policy No.: HR 2.92**

**Effective: 06/25/19**

**Reviewed: 02/03/20, 12/03/20, 12/03/21, 11/03/22**

**Revised: 11/15/23**

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### **Purpose**

To define the process and actions to be taken upon notification that an employee has been declared a Do Not Return by client facility.

### **Policy Statement**

To define the process of consistent fair treatment of all clinicians when declared a DNR at a facility.

### **Procedure/Guideline**

As stated in HR 2.9 the employee will be informed by the agency of the DNR.

Advantage will immediately place the employee on a Hold status (preventing them from being scheduled for assignments) until the DNR can be thoroughly investigated.

At the discretion of the HR Director, CEO and / or DON determination of employment status will be made based on the following standards:

1. Risk of patient harm
2. Violation of Standard of Care
3. Violation of Scope of practice

Any action found to jeopardize a patient's safety or a clinician's ability to perform in their scope of practice in a professional, ethical, safe or competent manner could lead to termination.

Multiple DNRs can result in immediate termination at the discretion of the HR Director, CEO, and / or DON.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMPLOYEE ORIENTATION**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 3.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
11/23/20, 11/20/23**

**Revised: 01/28/09, 06/30/21, 12/02/22**

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**Purpose** - To assure the agency has communicated all significant operational information to all new hires. Orientation is the appropriate place to introduce all new hires to the company code of conduct, to outline all company policy and procedures, to address all mandatory all annual credentialing and employee responsibility to comply with all company policies and procedures.

### **Policy Statement**

An orientation program is in operation. This prepares new staff for successful employment with the company. Defining clearly all expectations the agency has via policies and procedures, directives and any other information that is necessary for the employee to function within the company will be reviewed.

### **Procedure/Guidelines**

All newly hired employees will receive a company orientation. This is done via completion of all human resources paperwork, reading the policy and procedure manual. This can be conducted electronically. There will always be an agency representative available to answer any employee questions.

The orientation will minimally include review of the following: Mission Statement, Compliance with OSHA, Joint Commission, federal and state regulations, and payroll/time card procedures. Policy relating to any lapse in credentials, client information and needs, competency issues, agency governance, HIPAA, confidentiality, performance reviews, quality improvement committee, discipline, and any other policies and procedures that seem important. Other policies and procedures considered important for the employee so that he/she will better represent the agency to the host facility.

All employees will sign an acknowledgement page stating they have had an opportunity to review the agency policy and procedure manual and have also had an opportunity to ask any questions. Your signature indicates an understanding of the policy and procedures and an agreement between the agency and yourself that you will abide by these policies and procedures. The Policy and Procedure Manual will be available for on the organization's website.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMPLOYEE NOTIFICATION OF COMPANY POLICIES AND POLICY CHANGES**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 3.1**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
12/03/20, 12/02/21, 11/03/22, 11/08/23**

**Revised: 01/28/09, 10/31/19**

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### **Purpose**

To ensure employee is aware of policies and any changes of Advantage Medical Professionals, LLC policies.

### **Policy Statement**

To assure that each employee adheres to the rules and regulations and that all new and changed policies and procedures are adhered to accordingly.

### **Policy/Guideline**

Notice of new policies or policy changes will be posted on the Advantage Medical Professionals, LLC website for employee review.

All employees are made aware in advance on the acknowledgment page that from time to time there may be additions or revisions to the employee handbook and/or policy and procedure manual and it is the employee's responsibility to keep informed and updated.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: ANNUAL ORIENTATION EDUCATION FOR HEALTHCARE PROFESSIONALS** *(formerly CLINICIAN HANDBOOK)*

**Policy Origin Date: 07/18/08**

**Policy No.: HR 3.2**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 12/29/16, 02/20/19, 10/31/19,  
12/03/20, 12/02/21, 11/08/23**

**Revised: 01/28/09, 04/10/15, 10/31/19, 11/30/22**

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### **Purpose**

To ensure that each employee file contains evidence the employee has been informed of the agency's policies and procedures and is in receipt of the Annual Orientation Education for Healthcare Professionals.

### **Policy Statement**

The Annual Orientation Education for Healthcare Professionals is available and distributed to every newly hired employee. The Annual Orientation Education for Healthcare Professionals is available for employees to reference any policy and procedure of Advantage Medical Professionals, LLC. The employee will sign a statement that acknowledges they have read, understand, and had the opportunity to ask questions and have been given a copy of the Annual Orientation Education for Healthcare Professionals.

### **Procedure/Guidelines**

All employees will receive a copy of the Annual Orientation Education for Healthcare Professionals during the onboarding process. The employee will have an opportunity to ask questions during the onboarding process and will sign an acknowledgement statement of receipt and understanding of the contents. The date of receipt will also be included on the signature page.

The Annual Orientation Education for Healthcare Professionals will *minimally* include the following:

- Terms and Conditions of Employment, Confidentiality Statement, Sentinel Event Policy and Procedure, Report a Complaint about a Healthcare Organization, Standard List of Abbreviations, Hand Washing Indications, Annual Competencies and Qualifications, Medication Variation, Proper Lifting Instructions, Business Courtesies, Ebola Information Guidelines, etc.

Annual Orientation Education for Healthcare Professionals is assigned annually to Active Employees to provide updates/changes.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: ASSESSMENT AND REASSESSMENT OF CLINICAL STAFF COMPETENCE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 4.0**

**Effective: 07/18/08**

**Reviewed: 01/28/09, 08/29/11, 06/05/13, 02/20/19, 12/01/21,  
11/03/22**

**Revised: 01/28/09, 08/29/11, 12/19/16, 12/03/20, 04/26/23**

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#### **Purpose**

To establish a process to assess and reassess staff clinical competency on an ongoing basis which is a systematic process that measures the ability of a clinical staff member to perform required activities. Current competency may be reviewed through information obtained from past and current employers, peer recommendations, validation of specialty certifications and/or licensure tests, performance data, and or skills observation done separately or in partnership with customers.

#### **Policy Statement**

Advantage Medical Professionals, LLC assesses the clinical competency of staff upon hire and on an ongoing basis.

#### **Procedure/Guidelines**

Any employee hired to work in a clinical capacity at Advantage Medical Professionals, Inc., will have an initial assessment performed upon hire and on an ongoing basis.

The initial assessment includes the completion of the following:

- Skills checklist(s)
- Mandatory testing for areas in which the practitioner is attempting to obtain supplemental or temporary staffing assignments. All employees will complete the mandatory testing as outlined by the Onboarding/Credentialing Software.
- In the event an applicant is unable to successfully complete the minimum competency testing as outlined, the employee may take the exam two additional times.
- In the event the applicant unsuccessfully completes the exam a third time, the applicant is no longer considered for employment and may reapply and retest in one year.

## **Advantage Medical Professionals Policy and Procedure Manual**

### **Policy: ASSESSMENT AND REASSESSMENT OF CLINICAL STAFF COMPETENCE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 4.0**

**Effective: 07/18/08**

**Reviewed: 01/28/09, 08/29/11, 06/05/13, 02/20/19, 12/01/21,  
11/03/22**

**Revised: 01/28/09, 08/29/11, 12/19/16, 12/03/20, 04/26/23**

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Employees hired at Advantage Medical Professionals will have a probationary evaluation and an evaluation every two years completed, unless required more frequently per client request and/or state nurse pool registry/license. The evaluations will include an assessment of the employee's clinical competency, submitted by the clinical staff supervisors when possible.

Advantage Medical Professionals obtains clinical evaluations on all employees upon hire and on an ongoing basis. Clinical evaluations may be obtained verbally from the client facility by administrative personnel upon hire and on an ongoing basis. Clinical facility evaluations are maintained in the Onboarding/Credentialing Software.

In the event an evaluation identifies performance issues, the employee is notified by the Director and/or Assistant Director of Nursing and their performance is reviewed.

In the event the employee demonstrates a pattern of performance problems and is unwilling to improve, the employee will not be assigned to client facilities and may be terminated.

The firm identifies and reports aberrant or illegal behavior to professional boards and law enforcement agencies.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CONTINUING EDUCATION**

**Policy Origin Date: 04/25/09**

**Policy No.: HR 5.0**

**Effective: 04/25/09**

**Reviewed: 04/15/11, 06/05/13, 02/20/19, 12/03/21, 11/03/22**

**Revised: 04/25/09, 04/10/15, 12/29/16, 12/03/20, 10/19/23**

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### **Purpose**

Advantage Medical Professionals, LLC believes it is critical for their employees to engage in continuing education since it facilitates the services we provide to our client facility. Advantage Medical Professionals, LLC utilizes the performance improvement process to assess the needs of the clinical staff and seeks educational opportunities to improve in areas identifying opportunities for performance improvement.

### **Policy Statement**

Advantage Medical Professionals, LLC utilizes the skills competency check lists and competency testing to identify opportunities for improvement for clinical staff.

In addition the organization utilizes information provided by client facilities as they relate to complaints and do not returns to assess opportunities for continuing education.

Advantage Medical Professionals, LLC may host various educational offerings to improve clinical outcomes for clinical staff.

Advantage Medical Professionals, LLC will host Crisis Prevention Intervention (CPI) classes to employees, free of charge.

Advantage Medical Professionals, LLC performs skills validation on any employee who has completed the online education for the following programs: Advanced Cardiac Life Support (ACLS), and Cardiopulmonary Resuscitation (CPR). Advantage Medical Professionals, LLC will periodically conduct in person CPR and/or ACLS programs.

Advantage Medical Professionals, LLC encourages staff to participate in ongoing work-related in-services, training, or other activities.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CONTINUING EDUCATION**

**Policy Origin Date: 04/25/09**

**Policy No.: HR 5.0**

**Effective: 04/25/09**

**Reviewed: 04/15/11, 06/05/13, 02/20/19, 12/03/21, 11/03/22**

**Revised: 04/25/09, 04/10/15, 12/29/16, 12/03/20, 10/19/23**

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### **Procedure/Guidelines**

In the event Advantage Medical Professionals, LLC is hosting an educational offering, clinical staff are encouraged to attend. Employees of Advantage Medical Professionals, LLC will not be charged for program registration.

### **Continuing Education (CE) for Licensed Professionals**

All licensed professionals:

- are responsible for maintaining their individual Continuing Education records, which may be requested by Advantage Medical Professionals, LLC for validation.
- must submit a Continuing Education Attestation annually. The Attestation Form is the mechanism for attesting to the fulfillment of CE credits earned and compliance with licensing requirements.
- understand CE certificates must clearly identify the attendee, course title, date(s) attended, credit(s) awarded, the approving or accrediting body, sponsoring organization (if applicable), and other pertinent information.
- understand if they are requested to provide CE units and are unable to do so promptly, they are subject to immediate termination.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PERFORMANCE REVIEW POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 6.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 08/29/11, 06/05/13, 04/10/15, 02/20/19,  
12/03/20, 12/03/21, 11/03/22**

**Revised: 01/28/09, 08/29/11, 12/29/16, 05/30/17, 04/26/23**

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### **Purpose**

To assure that current active employees are continuing to perform within the expected guidelines as provided by both the host facility and the agency.

To ensure issues of clinical competence are addressed when identified by either performance reviews or by client reporting.

Evaluations provide a method to evaluate performance on an ongoing basis while maintaining a current competency assessment.

### **Policy Statement**

Employee Performance Review and requirements are clearly defined. When competency issues are identified, actions to improve and performance assessment pertinent to the competency issue should be well documented. Trends in clinical performance and professional behaviors are tracked, assessed, and analyzed through the company Quality Improvement Committee.

Advantage Medical Professionals, LLC employees are considered active as long as they have no break in service and have current credentials.

Once an employee file is not current with respect to their current credentials, the employee is considered inactive.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PERFORMANCE REVIEW POLICY**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 6.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 08/29/11, 06/05/13, 04/10/15, 02/20/19,  
12/03/20, 12/03/21, 11/03/22, 04/26/23**

**Revised: 01/28/09, 08/29/11, 12/29/16, 05/30/17, 04/26/23**

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### **Procedure**

The minimum requirements for and Employee Performance Review are:

- One evaluation is performed/requested within 90 days of hire and on an ongoing basis by a client facility. Evaluations from client facilities may be obtained in writing, electronically or by phone by administrative or staff personnel.
- New hire employees must have an Advantage Medical Professionals evaluation completed within the first ninety days of employment or first worked shift.
- Each Employee Performance Review will be reviewed with the employee to ensure that the evaluation is used to improve performance and encourage continuous quality improvement. This review does not have to be conducted in person but may be documented by a phone conversation.
- The Employee Performance Review will be completed by managers and charge nurses who have had the opportunity to supervise the employee while on duty.
- The Employee Performance Review of clinical staff includes an appraisal of professional performance, techniques, procedures, technology, and skills needed to provide care, treatment and services to the population(s) served.
- The Employee Performance Reviews are completed on active clinical staff at least every two years, unless required more frequently per client request and/or state nurse pool registry/license.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: DRESS CODE**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 7.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
12/03/21, 11/03/22, 11/08/23**

**Revised: 09/29/17, 02/03/20**

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### **Purpose**

What we wear to work is a reflection of the pride in ourselves and in our company.

### **Policy Statement**

To favorably impress our customers, members of the public, and industry representatives, it is important for all employees to present a professional appearance.

### **Procedure/Guideline**

Clothing should not constitute a safety hazard.

- Scrubs should be worn on ALL assignments. Please check with Staffing to make sure what colors are allowed at different facilities and private duty assignments.
  - Scrubs should be clean, well maintained, and pressed.
  - Not permitted: loose/baggy/tight/low cut uniforms, sandals, slides, crocs
  - Bare legs, sleeveless or spaghetti strap are not allowed when representing Advantage.
- Shorter fingernails are more professional and hygienic. Therefore, nails should not extend beyond the fingertips. Acrylic and artificial nails should not be worn. No nail art or dramatic nail colors are permitted.
- Hairstyle should be kept subtle.
- Absolutely no visible body piercings and / or tattoos.
- Makeup should be minimal.
- Jewelry kept simple and to a minimum; this presents a more professional image.
- Perfume or cologne should be kept to a minimum. Be considerate if you smoke. Use breath mints and mouthwash. Consider not smoking in your uniform.
- Identification badges should be always worn and visible for all assignments.
- Closed toe shoes only. If you wear athletic shoes, make sure they are reserved exclusively for work.
- In addition, all client facility dress code policies must be met.

Employees who do not meet the uniform dress code standards will be verbally counseled on proper dress etiquette, second occurrence will get a written warning, and third occurrence will get probation up to and including termination.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Discrimination, Harassment or Retaliation**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 8.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 02/20/19, 02/03/20,  
12/03/20, 12/03/21, 11/03/22, 11/08/23**

**Revised: 01/28/09, 12/29/16**

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### **Purpose**

To ensure the understanding that harassment of any form, including sexual harassment is not tolerated in the workplace by Advantage Medical Professionals, LLC.

### **Policy Statement**

Advantage Medical Professionals, LLC (the "Company") does not tolerate and prohibits discrimination, harassment or retaliation of or against our job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or any third party on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition as defined by state law (cancer or genetic characteristics), genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, military service and veteran status, pregnancy, childbirth and related medical conditions, or any other characteristic protected by applicable federal, state, or local laws and ordinances. The Company is committed to a workplace free of discrimination, harassment and retaliation. Discrimination, harassment and retaliation are also prohibited by law.

### **Procedure/Guideline**

**Harassment Defined.** Harassment is defined in this policy as unwelcome verbal, visual or physical conduct creating an intimidating, offensive, or hostile work environment that interferes with work performance. Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), graphic (including offensive posters, symbols, cartoons, drawings, computer displays, or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct violates this policy, even if it is not unlawful. Because it is difficult to define unlawful harassment, employees are expected to behave at all times in a professional and respectful manner.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Discrimination, Harassment or Retaliation**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 8.0**

**Effective: 07/18/08**

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12/03/20, 12/03/21, 11/03/22, 11/08/23**

**Revised: 01/28/09, 12/29/16**

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**Discrimination Defined.** Discrimination under this policy means treating differently or denying or granting a benefit to an individual because of the individual's protected characteristic.

**Sexual Harassment Defined.** Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature.

Examples of conduct that violates this policy include:

- unwelcome sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement
- requests for sexual favors or demands for sexual favors in exchange for favorable treatment
- obscene or vulgar gestures, posters, or comments
- sexual jokes or comments about a person's body, sexual prowess, or sexual deficiencies
- propositions, or suggestive or insulting comments of a sexual nature
- derogatory cartoons, posters, and drawings
- sexually-explicit e-mails or voicemails
- uninvited touching of a sexual nature
- unwelcome sexually-related comments
- conversation about one's own or someone else's sex life
- conduct or comments consistently targeted at only one gender, even if the content is not sexual
- teasing or other conduct directed toward a person because of the person's gender

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Discrimination, Harassment or Retaliation**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 8.0**

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**Retaliation Defined.** Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. “Adverse conduct” includes but is not limited to: shunning and avoiding an individual who reports harassment, discrimination or retaliation; express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination or retaliation; and denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process described below.

**ALL DISCRIMINATION, HARASSMENT AND RETALIATION IS UNACCEPTABLE IN THE WORKPLACE AND IN ANY WORK-RELATED SETTINGS SUCH AS BUSINESS TRIPS AND BUSINESS-RELATED SOCIAL FUNCTIONS, REGARDLESS OF WHETHER THE CONDUCT IS ENGAGED IN BY A SUPERVISOR, CO-WORKER, CLIENT, CUSTOMER, VENDOR, OR OTHER THIRD PARTY.**

**Reporting Procedures.** The following steps have been put into place to ensure the work environment at the Company is respectful, professional, and free of discrimination, harassment and retaliation. If an employee believes someone has violated this policy or our Equal Employment Opportunity Policy, the employee should promptly bring the matter to the immediate attention of Human Resources or Anna Martin, CFO/Vice President at [hr@advantagemedicalprofessionals.com](mailto:hr@advantagemedicalprofessionals.com); 504-888-8818. If either of these individuals is the person toward whom the complaint is directed you should contact any higher level manager in Human Resources or your reporting chain.

The Company’s policy is to respond to all complaints in a prompt and timely manner. If the employee makes a complaint under this policy and has not received a satisfactory response within seven (7) business days, he or she should immediately contact Anna Martin; CFO/Vice President; [anna@advantagemedicalprofessionals.com](mailto:anna@advantagemedicalprofessionals.com); 504-888-8118. Every supervisor who learns of any employee’s concern about conduct in violation of this policy, whether in a formal complaint or informally, must immediately report the issues raised to senior management (Anna Martin; CFO/Vice President) or to Human Resources 504-888-8118.

**Any employee who is found to have violated this policy will face discipline, up to and including termination.**

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMPLOYEE EMERGENCY CONTACT**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 9.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
02/03/20, 12/03/20, 12/03/21, 11/03/22, 11/08/23**

**Revised: 01/28/09**

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### **Purpose**

Provide Advantage Medical Professionals, LLC the ability to contact a designated person in the event of an emergency.

### **Policy Statement**

Advantage Medical Professionals, LLC will contact a designated emergency contact of the employee's choice in the event of an emergency.

### **Procedure/Guideline**

An emergency contact person is obtained from the employee upon hire. In the event of an emergency, the emergency contact person will be contacted and informed of the situation. No other contacts will be made by Advantage Medical Professionals, LLC unless the employee specifically designates an emergency contact.

In the event of Advantage Medical Professionals, LLC deems it necessary to contact the emergency contact, the only information that will be provided will be the current situation requiring contact and any information available regarding the emergency.

In the event Advantage Medical Professionals, LLC must contact an employee for an emergency, once all employee contacts provided to the employee have been exhausted, the firm may contact the emergency contact and inform the employee to contact Advantage Medical Professionals, LLC at their earliest convenience.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TRAVEL CONTRACTS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 10.0**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
02/03/20, 12/03/21, 11/03/22, 11/08/23**

**Revised:**

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### **Purpose**

To define the process of obtaining a travel contract with Advantage Medical Professionals, LLC.

### **Policy Statement**

Advantage Medical Professionals LLC, is a supplemental staffing agency capable of providing client facilities with per diem assignments of temporary medical personnel as well as contractual agreements with employees for short term assignments (ranging from 1 month to 3 months).

### **Procedure/Guideline**

- Employees must complete the hiring paperwork, testing and competency as outlined in:
  - License, Employment and Work History Verification 1.0
  - Health Screening Immunization HR 1.1
  - Evidence of Identity and Credentials When Reporting for an Assignment HR 1.2
  - Background Check HR 1.6
  - Reference Check HR 1.7
  - Drug Screening Policy HR 1.8
  - License Experience Parameters for Hire HR 2.0
  - Job Descriptions HR 2.1
  - Competency and Mandatory Testing HR 2.2
  - Client Driven Competency Tests Policy HR 2.3
  - Testing Procedures and Passing HR 2.4
- Once the employee has completed all paperwork required to determine eligibility for hire, the employee profile will be sent to client facilities.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TRAVEL CONTRACTS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 10.0**

**Effective: 07/18/08**

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02/03/20, 12/03/21, 11/03/22, 11/08/23**

**Revised:**

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- Once the client facility reviews the application and request to interview the potential candidate, a phone or personal interview is set up between both parties.
- If the client facility desires to hire the employee, the employee will be extended a contract.
- All paperwork must be completed before an employee can begin a contract.
- Prior to the contract end date, Advantage Medical Professionals, LLC will contact the client facility to see if there is a need to extend the contract. Advantage Medical Professionals, LLC also contacts contracted employee to determine if contract extension is acceptable to employee.

If contract extension is agreeable between the hospital and agency, the guidelines for the extension will be submitted to both parties in writing for review and signature. Extension will cover all terms agreed upon by both parties.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CANCELLATION OF TRAVEL CONTRACT**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 10.1**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 12/29/16, 02/20/19,  
02/03/20, 12/03/21, 11/03/22, 11/08/23**

**Revised: 01/23/19**

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**Purpose:** To define the process required to accommodate client facility and Advantage Medical Professionals, LLC obligations in the event the contractual period is unmet.

### **Application:**

- A. The hospital/facility shall be able to cancel the service of a medical professional at any time when it determines that the job performance of that individual is unsatisfactory. The Hospital supervisor must in turn, document fully the unsatisfactory performance. If an Advantage Medical Professionals, LLC employee is canceled under these conditions, Advantage Medical Professionals, LLC shall have the option of replacing the employee for the remainder of the contract period with another appropriately credentialed employee approved by the Hospital.
- B. If an Advantage Medical Professionals, LLC employee initiates early cancellation of the contract, he/she must document fully the rationale. Acceptable conditions for such action include serious illness requiring extended recuperation time, family illness/death, placement in areas for which the individual is not competent and should not be assigned (this last would require review by the Director of Nursing of Advantage Medical Professionals, LLC and appropriate facility management staff.) If an Advantage Medical Professionals, LLC employee is canceled under these conditions, Advantage Medical Professionals, LLC shall have the option of replacing the employee for the remainder of the contract period with another appropriately credentialed employee approved by the Hospital.
- C. Advantage Medical Professionals, LLC realizes there are extenuating circumstances often and is always willing and able to sit down and discuss any placement or problem and arrive at solutions that are in the best interest of all parties and acceptable to all.
- D. In the event an employee cancels a contract without cause, the employee is responsible for any and all expenses spent by Advantage Medical Professionals, LLC as they relate to housing, travel, and any other costs associated with the execution of the contract.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMPLOYEE BENEFITS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 11**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 12/29/16, 02/20/19, 11/23/20,  
06/22/21, 04/23/23**

**Revised: 04/10/15, 02/03/20, 07/13/22**

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### **Purpose**

To inform all clinical employees of the benefits available while employed with Advantage Medical Professionals, LLC

### **Policy Statement**

The policy is delineated to inform clinical employees of available benefits.

### **Procedure/Guideline**

- Holidays:** Clinical employees will be paid time and one half at most facilities for holidays predetermined by the individual facilities. Clinical employees will be informed of holiday shift prior to start of shift.
- Overtime:** Clinical employees will be paid time and one half for hours worked in excess of 40 hours in a work week. Overtime must be pre-approved by the facility before the agency will be allowed to schedule the clinician. The Advantage Medical Professionals workweek begins at 7:00 a.m. on Sunday morning and ends at 6:59 a.m. the following Sunday morning. All per diem employees are paid based on this workweek. For employees who are on local or travel contracts, the workweek is defined by the facility the employee is assigned to. The workweek (and any changes to the workweek) will be communicated to the employee upon their acceptance of a local or travel contract.
- Insurance:** Advantage Medical Professionals, LLC is an employee based corporation and provides Professional and General Liability Insurance and Workers Compensation Insurance to all clinical staff.

*Effective January 1, 2015 Advantage Medical Professionals became compliant with the Affordable Care Act. Currently all contract employees and full-time office staff are offered insurance as defined below:*



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMPLOYEE BENEFITS**

**Policy Origin Date: 07/18/08**

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06/22/21, 04/23/23**

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Full-time clinicians (non-variable) who agree to work 30 hours or more per week as defined in their signed contract.

*Example: A clinician who accepts a contract to begin on June 25 may be eligible for benefits July 1.*

Variable clinicians are all other clinicians that do not fall into the full-time status. New variable clinicians will be considered full-time if they average working 30 hours or more per week for their initial 11 months after their hire date. If they qualify, they will be eligible for insurance on the first of the month following the 13 month of hire. Qualifying new variable clinicians will have their stability period of insurance for 12 months.

*Example: A clinician whose hired date is June 25 may be eligible for benefits August 1.*

Ongoing variable clinicians will be considered full-time if they work 30 hours or more per Week for the 12 month period of April-March. Ongoing variable clinicians that qualify will be eligible for insurance every June 1<sup>st</sup>, which is open enrollment.

*Example: A clinician who works with us ongoing, may be eligible for benefits July 1.*

It is the employee's responsibility to notify Advantage Medical Professionals, LLC's Human Resources health insurance department in writing of any change in employment status that affects their eligibility for insurance. It is the employee's responsibility to inquire about their insurance eligibility based on the defined categories.

Information regarding your benefits will be sent electronically to the email address that you provide during onboarding. If you would like to opt out of email communication, you must notify the Human Resources department in writing.

Your benefits enrollment is completed on our online benefit enrollment website, Benefits Connect. By not logging into Benefits Connect and making enrollment or waiver decisions during your new hire eligibility period and/or annual open enrollment, you will be considered to have waived coverage.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMPLOYEE BENEFITS**

**Policy Origin Date: 07/18/08**

**Policy No.: HR 11**

**Effective: 07/18/08**

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06/22/21, 04/23/23**

**Revised: 04/10/15, 02/03/20, 07/13/22**

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**\*\*It is the clinician's responsibility to make Advantage Medical Professionals, LLC aware of his or her availability on a daily basis. Due to the nature of the temporary staffing business, Advantage Medical Professionals, LLC cannot and does not guarantee work availability or work for its variable employees\*\***

### **Eligible dependents:**

- Your legal spouse, if not legally separated.
- Your unmarried dependent children under age 26 (including stepchildren, foster children, legally adopted children and children placed with you for adoption) regardless if they are in school or not.
- Your dependent, unmarried children over age 18 who are physically or mentally unable to care for themselves.

### **Making Changes During The Year**

If you elect to participate in Section 125, pretax deductions; due to IRS regulations, once a clinician has made the choice for the enrollment period, changes to benefits cannot be made until the next enrollment period. Clinicians cannot change or revoke any of the elections or this compensation redirection agreement at any time during the Plan Year (with exception of the HAS) unless there has been a "change in status" and the election change is consistent with the "change in status", this means: marriage, divorce, death of a spouse or child, birth or adoption of a child, termination of commencement of employment of a spouse, change in clinician or spouse's employment status from full-time to part-time or from part-time to full-time, clinician or spouse taking an unpaid leave of absence, a substantial change in family's health coverage due to a change in spouse's employer-sponsored health coverage, or such other events as the Plan Administrator determines will permit a change or revocation of an election.

- To change benefits, notify Human Resources within 31 days of the change in family status. Clinician will need to provide proof of the change, such as marriage certificate, record of birth or adoption, etc.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: Family & Medical Leave

**Policy Origin Date:** 11/24/20

**Policy No.:** HR 11.1

**Effective:** 11/24/20

**Reviewed:** 12/03/21, 07/27/22, 04/23/23

**Revised:**

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**Purpose:** Advantage Medical Professionals will provide Family and Medical Leave Act (FMLA) leave to its eligible employees. The company posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Leave Act.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

If you have any questions, concerns, or disputes with this policy, you must contact the Human Resources Director in writing.

**Policy Statement:** Under this policy, Advantage Medical Professionals will grant up to 12 weeks of leave during a 12-month period to eligible employees (or up to 26 weeks of military caregiver leave to care for a covered servicemember with a serious injury or illness). The leave may be paid, unpaid or a combination of paid and unpaid leave, depending on the circumstances of the leave and as specified in this policy.

## Procedure/Guideline:

### Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all of the following conditions:

- 1) The employee must have worked for the company for 12 months or 52 weeks. The 12 months or 52 weeks need not have been consecutive. Separate periods of employment will be counted, provided that the break in service does not exceed seven years. Separate periods of employment will be counted if the break in service exceeds seven years due to National Guard or Reserve military service obligations or when there is a written agreement, including a collective bargaining agreement, stating the employer's intention to rehire the employee after the service break. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
- 2) The employee must have worked at least 1,250 hours during the 12-month period immediately preceding the commencement of the leave. The 1,250 hours do not include time spent on paid or unpaid leave. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA.
- 3) The employee must work in a worksite where 50 or more employees are employed by the company within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Family & Medical Leave**

**Policy Origin Date: 11/24/20**

**Policy No.: HR 11.1**

**Effective: 11/24/20**

**Reviewed: 12/03/21, 07/27/22, 04/23/23**

**Revised:**

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### **Type of Leave Covered**

To qualify as FMLA leave under this policy, the leave must be for one of the reasons listed below:

- 1) The birth of a child and in order to care for that child.
- 2) The placement of a child for adoption or foster care and to care for the newly placed child.
- 3) To care for a spouse, child or parent with a serious health condition (described below).
- 4) The serious health condition (described below) of the employee.

An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of his or her position.

Under the FMLA, a "spouse" means a husband or wife. Husband or wife refers to the other person with whom an individual entered into marriage as defined or recognized under state law for purposes of marriage in the state in which the marriage was entered into or, in the case of a marriage entered into outside of any state, if the marriage is valid in the place where entered into and could have been entered into in at least one state. This definition includes an individual in a same-sex or common law marriage that either:

- was entered into in a state that recognizes such marriages; or
- if entered into outside of any state, is valid in the place where entered into and could have been entered into in at least one state

A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.

Employees with questions about what illnesses are covered under this FMLA policy or under the company's sick leave policy are encouraged to consult with the Human Resources Director.

If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Family & Medical Leave**

**Policy Origin Date: 11/24/20**

**Policy No.: HR 11.1**

**Effective: 11/24/20**

**Reviewed: 12/03/21, 07/27/22, 04/23/23**

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5) Qualifying exigencies leave for families of members of the National Guard or Reserve or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.

An employee whose spouse, son, daughter, or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:

- a. short-notice deployment
- b. military events and activities
- c. childcare and school activities
- d. financial and legal arrangements
- e. counseling
- f. rest and recuperation
- g. post-deployment activities
- h. additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

Eligible employees are entitled to FMLA leave to care for a current member of the Armed Forces, including a member of the National Guard or Reserve, or a member of the Armed Forces, the National Guard or Reserve who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Eligible employees may not take leave under this provision to care for former members of the Armed Forces, former members of the National Guard and Reserve, or members on the regular disability retired list.

(6) To care for a covered servicemember with a serious injury or illness if the employee is the spouse, son, daughter, parent, or next of kin of the covered servicemember.

- a) A "son or daughter of a covered servicemember" means the covered servicemember's biological, adopted, or foster child, stepchild or legal ward, or a child for whom the covered servicemember stood in loco parentis, and who is of any age.
- b) A "parent of a covered servicemember" means a covered servicemember's biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered servicemember. This term does not include parents in law.
- c) The "next of kin of a covered servicemember" is the nearest blood relative, other than the covered servicemember's spouse, parent, son or daughter, in the following order of priority: blood relatives who have been granted legal custody of the servicemember by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered servicemember has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA. When no such designation is made, and there are multiple family members with the same level of relationship to the covered servicemember, all such family members shall be considered the covered servicemember's next of kin and may take FMLA leave to provide care to the covered servicemember, either consecutively or simultaneously. When such designation has been made, the

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: Family & Medical Leave

Policy Origin Date: 11/24/20

Policy No.: HR 11.1

Effective: 11/24/20

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Revised:

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designated individual shall be deemed to be the covered servicemember's only next of kin. For example, if a covered servicemember has three siblings and has not designated a blood relative to provide care, all three siblings would be considered the covered servicemember's next of kin. Alternatively, where a covered servicemember has siblings and designates a cousin as his or her next of kin for FMLA purposes, then only the designated cousin is eligible as the covered servicemember's next of kin. An employer is permitted to require an employee to provide confirmation of covered family relationship to the covered servicemember pursuant to § 825.122(k).

“Covered active duty” means:

(a) “Covered active duty” for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country.

(b) *Covered active duty or call to covered active duty status* in the case of a member of the Reserve components of the Armed Forces means duty during the deployment of the member with the Armed Forces to a foreign country under a federal call or order to active duty in support of a contingency operation, in accordance with 29 CR 825.102.

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person does not have to be a minor.) This type of leave would be counted toward the employee’s 12-week maximum of FMLA leave in a 12-month period.

(7) Military caregiver leave (also known as covered servicemember leave) to care for an injured or ill servicemember or veteran. An employee whose son, daughter, parent or next of kin is a covered servicemember may take up to 26 weeks of leave in a single 12-month period to care for that servicemember.

Next of kin is defined as the closest blood relative of the injured or recovering servicemember.

The term “covered servicemember” means:

(a) a member of the Armed Forces (including a member of the National Guard or Reserve) who is undergoing medical treatment, recuperation, or therapy; is otherwise in outpatient status; or is otherwise on the temporary disability retired list, for a serious injury or illness; or

(b) a veteran who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserve) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

The term “serious injury or illness” means:

(a) in the case of a member of the Armed Forces (including a member of the National Guard or Reserve), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member’s active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member’s office, grade, rank or rating;

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Family & Medical Leave**

**Policy Origin Date: 11/24/20**

**Policy No.: HR 11.1**

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(b) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserve) at any time during a period when the person was a covered servicemember, means a qualifying (as defined by the Secretary of Labor) injury or illness incurred by a covered servicemember in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of his or her office, grade, rank or rating.

(c) Outpatient status, with respect to a covered servicemember, means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient; or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

## **Amount of Leave**

An eligible employee can take up to 12 weeks for the FMLA circumstances (No. 1) through (No. 5) above under this policy during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured backward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

An eligible employee can take up to 26 weeks for the FMLA circumstance (No. 6) above (military caregiver leave) during a single 12-month period. For this military caregiver leave, the company will measure the 12-month period as a rolling 12-month period measured forward. FMLA leave already taken for other FMLA circumstances will be deducted from the total of 26 weeks available.

If a husband and wife both work for the company and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave. If a husband and wife both work for the company and each wish to take leave to care for a covered injured or ill servicemember, the husband and wife may only take a combined total of 26 weeks of leave.

## **Employee Status & Benefits During Leave**

While an employee is on leave, the company will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the company will require the employee to reimburse the company the amount it paid for the employee's health insurance premium during the leave period.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Family & Medical Leave**

**Policy Origin Date: 11/24/20**

**Policy No.: HR 11.1**

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Under current company policy, the employee pays a portion of the health care premium. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must continue to make this payment, either in person or by mail. The payment must be received in the Human Resources Department by the 1<sup>st</sup> day of each month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the employee's loss of coverage.

If the employee contributes to a life insurance or disability plan, the employer will continue making payroll deductions while the employee is on paid leave. While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the employer may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

### **Employee Status After Leave**

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from a health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one that is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position when doing so will cause substantial and grievous economic injury to business operations. Key employees will be given written notice at the time FMLA leave is requested of his or her status as a key employee. There are also other limited exceptions to the general rule that employees will be restored to work, including layoffs, shift eliminations, fraudulently obtaining leave, and occasions when the employee is unable to perform essential job functions.

An employee who fraudulently obtains FMLA from the Company is not protected by the FMLA's job restoration or maintenance of health benefits provisions. In addition, the Company will take all available appropriate disciplinary action against such employee due to such fraud.

### **Use of Paid & Unpaid Leave**

An employee who is taking unpaid FMLA leave has the option to use any accrued sick or vacation time. This sick/vacation time will run concurrently with the FMLA leave.

Disability leave for the birth of a child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. For example, if an employer provides six weeks of pregnancy disability leave, the six weeks will be designated as FMLA leave and counted toward the employee's 12-week entitlement.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Family & Medical Leave**

**Policy Origin Date: 11/24/20**

**Policy No.: HR 11.1**

**Effective: 11/24/20**

**Reviewed: 12/03/21, 07/27/22, 04/23/23**

**Revised:**

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### **Intermittent Leave or a Reduced Work Schedule**

The employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill servicemember) over a 12-month period.

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced-hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the company before taking intermittent leave or working a reduced-hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

### **Certification for the Employee's Serious Health Condition**

The company will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition.

The company may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Family & Medical Leave**

**Policy Origin Date: 11/24/20**

**Policy No.: HR 11.1**

**Effective: 11/24/20**

**Reviewed: 12/03/21, 07/27/22, 04/23/23**

**Revised:**

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### **Certification for the Family Member's Serious Health Condition**

The company will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition.

The company may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's family member's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee's family member to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

### **Certification of Qualifying Exigency for Military Family Leave**

The company will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave.

### **Certification for Serious Injury or Illness of Covered Service Member for Military Family Leave**

The company will require certification for the serious injury or illness of the covered servicemember. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Servicemember.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Family & Medical Leave**

**Policy Origin Date: 11/24/20**

**Policy No.: HR 11.1**

**Effective: 11/24/20**

**Reviewed: 12/03/21, 07/27/22, 04/23/23**

**Revised:**

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### **Recertification**

The company may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days unless circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

### **Procedure for Requesting FMLA Leave**

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the HR Director. Within five business days after the employee has provided this notice, the HR Director will complete and provide the employee with the DOL Notice of Eligibility and Rights.

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day the need for leave is discovered or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

### **Designation of FMLA Leave**

Within five business days after the employee has submitted the appropriate certification form, the HR Director will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice.

### **Intent to Return to Work from FMLA Leave**

On a basis that does not discriminate against employees on FMLA leave, the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work. Employees may be required to provide a "fitness-for-duty" certification to return to work.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: UNEMPLOYMENT INSURANCE**

**Policy Origin Date: 12/17/2021**

**Policy No.: HR 11.2**

**Effective: 12/17/2021**

**Reviewed: 12/17/2021, 11/03/22, 04/23/23**

**Revised:**

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### **Purpose**

Advantage Medical Professionals, LLC, participates in state unemployment insurance programs.

### **Procedure/Guideline**

Employees must contact Advantage Medical Professionals, LLC, immediately after completion of each assignment to receive another assignment.

Employees may not qualify for unemployment benefits if they do not follow this procedure and/or refuse work offered to them by Advantage Medical Professionals, LLC.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TIME OFF DUE TO INJURY/ILLNESS**

**Policy Origin Date: 03/09/2023**

**Policy No.: HR 11.3**

**Effective: 03/09/2023**

**Reviewed:**

**Revised:**

**Page 1 of 1**

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### **Purpose**

Advantage Medical Professionals, LLC, recognizes that employees will occasionally need time off from work to recover from an illness, to address their medical needs, or to address the medical needs of a family member.

### **Procedure/Guideline**

The company reserves the right to require documentation from a health care professional to verify the need for leave and/or authorizing the employee to return to work. Employees must contact Advantage Medical Professionals, LLC, immediately when unable to attend an assigned shift. It is the responsibility of the clinician to obtain and submit proper documentation that they are able to return to the job duties of their certification.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: PREGNANCY DISABILITY LEAVE

Policy Origin Date: 06/14/23

Policy No.: HR 11.4

Effective: 06/14/23

Reviewed:

Revised:

## Page 1 of 1

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### **Purpose**

Advantage Medical Professionals, LLC will provide employees with up to six weeks of unpaid leave for normal, healthy pregnancies and childbirth. The Company may extend the leave period for a reasonable amount of time, not to exceed four months, if you are temporarily disabled as a result of pregnancy, childbirth, or a related medical condition. *Reasonable amount of time* means the period during which you are disabled due to pregnancy, childbirth, or related medical conditions.

### Notice

To take leave under this policy, you must provide reasonable notice of the date such leave will begin and the estimated duration of the leave.

### Terms of Leave

Leave under this policy is unpaid; however, you may opt to use accrued paid time off, if available, in place of unpaid leave.

### Maintenance of Benefits

While on leave, you are entitled to the same benefits and privileges granted to other employees who are similar in their ability or inability to work, including the right to use disability, sick leave, or any other accrued leave made available by the Company to temporarily disabled employees.

Leave taken under this policy will run concurrently with any other leave for which you are eligible, including leave under the federal Family and Medical Leave Act (FMLA).

### Transfer to Less Strenuous or Hazardous Position

Upon request, you may transfer to a less strenuous or hazardous position to the same extent as other temporarily disabled employees are permitted to transfer. In addition, the Company will reasonably accommodate pregnant employees who, upon the advice of their physician, request transfer to a less strenuous or hazardous position for the duration of their pregnancy.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: Religious Accommodation**

**Policy Origin Date: 06/22/23**

**Policy No.: HR 11.5**

**Effective: 06/22/23**

**Reviewed:**

**Revised:**

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## **Purpose**

Advantage Medical Professionals, LLC is dedicated to treating its employees equally and with respect and recognizes the diversity of their religious beliefs. All employees may request accommodation when their religious beliefs cause a deviation from the Company dress code or the individual's schedule, basic job duties, or other aspects of employment. The Company will consider the request, but reserves the right to offer its own accommodation to the extent permitted by law. Some, but not all, of the factors that will be considered are cost, the effect that accommodation will have on current established policies, and the burden on operations — including other employees — when determining reasonable accommodation. At no time will the Company question the validity of a person's belief.

All requests and accommodations must be approved by the assigned client / facility. Advantage Medical Professionals, LLC will do their best to identify assignments that can and will accommodate the request.

If you require a religious accommodation, speak with your Recruiter or Staffing Manager.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: Meal and Rest Periods**

**Policy Origin Date: 06/22/23**

**Policy No.: HR 11.6**

**Effective: 06/22/23**

**Reviewed:**

**Revised:**

**Page 1 of 1**

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## **Purpose**

Advantage Medical Professionals, LLC strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. Check with your Recruiter or Staffing Manager regarding procedures and schedules for rest and meal breaks. The Company requests that employees accurately observe and record meal and rest periods. If you know in advance that you may not be able to take your scheduled break or meal period, let your Immediate Manager know; in addition, notify your Recruiter or Staffing Manager as soon as possible if you were unable to or prohibited from taking a meal or rest period.

All meal and / or rest periods must be in alignment with the assigned client policy. Time away from assigned area must be communicated to the on-duty supervisor per the client's policy. Some facilities require approval when unable to take a meal or rest period. It is the clinician's responsibility to be aware of the client's policy.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RECRUITMENT AND RETENTION**

**Policy Origin Date: 07/19/09**

**Policy No.: HR 12**

**Effective: 07/19/09**

**Reviewed: 04/15/11, 06/05/13, 01/23/19, 12/03/20, 12/03/21,  
04/23/23**

**Revised: 04/10/15, 12/29/16, 02/20/19, 02/3/20, 08/25/22, 02/14/24**

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#### **Purpose**

To provide facilities who contract with Advantage Medical Professionals, LLC the best alternative to supplemental staffing that will meet their needs on a per-diem or short-term contractual basis.

#### **Policy Statement**

Our Mission is **Connecting Quality healthcare professionals to achieve exceptional patient care** to the healthcare providers. Excellence is defined by the company operations that meet standards and expectations which are appropriate for meeting the quality care initiatives of our clients and staff. As a result, Advantage Medical Professionals, LLC is committed to hiring the most qualified health care personnel to provide services to facilities who possess a current contract to supply supplemental staff.

#### **Procedure/Guideline**

##### **Recruitment**

Advantage Medical Professionals, LLC utilizes various modalities to recruit qualified clinicians. These modalities include but is not limited to web page advertisement, national nursing publications, attendance at job fairs and industry events, social media advertisement, job search engines/ boards, nurse database accesses and personal clinician referrals.

Individuals responsible for the recruitment of clinical staff include the Marketing Manager & team members, Staffing & Satellite Office Managers, Director & Assistant Director of Nursing, Director of Travel, Engagement Specialist, and Recruiters. All internal administrative employees participate in recruitment of candidates as opportunities arise.

All individuals who work for Advantage Medical Professionals, LLC are employees and not independent contractors.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RECRUITMENT AND RETENTION**

**Policy Origin Date: 07/19/09**

**Policy No.: HR 12**

**Effective: 07/19/09**

**Reviewed: 04/15/11, 06/05/13, 01/23/19, 12/03/20, 12/03/21,  
04/23/23**

**Revised: 04/10/15, 12/29/16, 02/20/19, 2/03/20, 08/25/22,  
02/14/24**

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Potential clinical candidates develop an application by submitting personal, credential and experience information within the application sections of the electronic Workforce portal available on the Advantage Medical Professionals, LLC website.

Qualifying of the travel candidates begin with interactions between them and the engagement specialist or social media recruiter.

Qualifying of the per diem candidates begin with interactions between them and the per diem recruiter.

The recruiter and / or credentialing specialist gather all necessary application documents. Any candidate whose qualifications pose a question or concern is reviewed and approved or rejected by Advantage Medical Professionals, LLC nursing leadership team. Employees are not allowed to begin work until they have completed the entire application process.

### **Placement**

Advantage Medical Professionals, LLC work to provide customized placements with an array of quality assignments in desirable locations in LA and across the US.

The Account Management team coordinates candidate matches to facility requirements in terms of experience, skill level, and specific client cultures. We utilize a collaborative, consultive process of candidate selection and submission including team input from the Recruiting, Account Management, and Nursing teams.

Continuous relationship development and support is provided to all clinicians from recruiters, staffing coordinators and Director and Assistant Director of Nursing throughout employment with Advantage Medical Professionals, LLC.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: RECRUITMENT AND RETENTION**

**Policy Origin Date: 07/19/09**

**Policy No.: HR 12**

**Effective: 07/19/09**

**Reviewed: 04/15/11, 06/05/13, 01/23/19, 12/03/20, 12/03/21,  
04/23/23**

**Revised: 04/10/15, 12/29/16, 02/20/19, 2/03/20, 08/25/22,  
02/14/24**

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### **Retention**

Advantage Medical Professionals utilizes a competitive benefit package to retain qualified clinicians.

Comprehensive benefits include:

- Excellent pay rates and Competitive customized pay packages including Housing and travel stipends, Licensure reimbursement, &/or credential requirement reimbursements.
- Assistance in obtaining CPR, Crisis Prevention Training, Dementia Training, CE courses and other credentialing needs. Many for minimum to no cost to the clinician.
- Quick and accurate direct deposits of pay Mon. – Friday; with 100% daily pay for qualifying clinicians (per-diem personnel); weekly pay for travel personnel
- Advantage Medical Professionals LLC handle all necessary social security, federal unemployment & state unemployment taxes
- Assistance with locating housing accommodations for travel clinicians
- Employer contributed health insurance. Plus, an automatic complimentary \$25,000 life insurance policy
- Access to dental, vision, short term disability, long term disability, critical illness, additional voluntary life insurance plans & nationwide pet insurance. Malpractice & liability insurance, as well as workers compensation coverage
- Flexible staffing schedules as offered by individual clients
- Referral bonus program that offers financial compensation to both the referees and referrer.
- Employee Assistance program that offers a variety of support services and commercial discounts
- 24-hour support staff including clinical support by experienced Director and Assistant Director of Nursing

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: MEDICATION VARIATION POLICY**

**Policy Origin Date: 01/03/11**

**Policy No.: HR 13**

**Effective: 01/03/11**

**Reviewed: 06/05/13, 04/10/15, 12/29/16, 02/20/19, 02/03/20,  
12/03/20, 12/03/21, 11/03/22, 08/23/23**

**Revised: 10/31/19**

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### **Purpose**

To establish medication variation guidelines for any employee who has a self-reported or facility reported medication variation.

### **Policy Statement**

Advantage Medical Professionals, L.L.C. views the administration of medication as an important role of our nursing staff.

### **Procedure/Guideline**

Medication variations will follow the process as outlined below. In the event any medication variation resulted in patient harm, the Director of Nursing will review the circumstances of the incident and determine if the employee will follow the process or no longer be assigned to client facilities by Advantage Medical Professionals, L.L.C.

It should be noted that the following guidelines are in effect for a two-year period. If two years have elapsed since the first medication occurrence, the employee returns to the guidelines as outlined in the first occurrence section of the policy.

### **First Occurrence**

Any employee who has a medication variation reported to the agency will be receive a verbal or written coaching by the DON to include information on the Rights and Responsibilities of Medication Administration as well as the medication variation policy for Advantage Medical Professionals, LLC.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: MEDICATION VARIATION POLICY**

**Policy Origin Date: 01/03/11**

**Policy No.: HR 13**

**Effective: 01/03/11**

**Reviewed: 06/05/13, 04/10/15, 12/29/16, 02/03/20, 12/03/20,  
12/03/21, 11/03/22, 08/23/23**

**Revised: 02/20/19, 10/31/19**

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### **Second Occurrence**

In the event an employee has a second reported medication variation, the employee will be required to complete the assigned Medication Safety Test within the industry standard learning platform. Advantage Medical Professionals, L.L.C. will not assign any employee with two medication variations to any client facility until the employee can demonstrate successful completion of the required education/test module of 80% or greater.

### **Third Occurrence**

In the event an employee has a third medication variation, the Director of Nursing will review the seriousness of the variations and develop a plan of corrective action with the employee. Advantage will follow a progressive discipline plan up to and including termination. It should be noted that at any time during this process the Director of Nursing may decide not to assign the employee to any future client facilities.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: HIRE DATES, ACTIVE AND INACTIVE STATUS**

**Policy Origin Date: 10/24/11**

**Policy No.: HR 14**

**Effective: 10/24/11**

**Reviewed: 06/05/13, 12/29/16, 02/03/20, 12/03/20, 12/03/21, 11/03/22**

**Revised: 04/10/15, 02/20/19, 02/01/23, 09/14/23**

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### **Purpose**

To identify how Advantage Medical Professionals, LLC identifies hire dates, active, and inactive status of all clinical employees.

### **Policy Statement**

The policy is delineated to identify the hire dates, active, and inactive status of any Advantage Medical Professionals, LLC clinical employee.

### **Procedure/Guideline**

<u>Hire Dates:</u>	The hire date for any Advantage Medical Professionals, LLC clinical employee will be when the employee completes and signs all clinical credentialing and HR final pre-hire documents. Employees are screened and complete the necessary paperwork to become an Advantage Medical Professionals, LLC employee prior to getting a hire date.
<u>Active Status:</u>	Advantage Medical Professionals, LLC Per Diem clinical employees are considered active if their credentials are current, and they have worked at least one assigned shift within a 2-year period. When a credential needs updating, the Per Diem clinical employee will be placed in a dormant status until the credential becomes current. Advantage Medical professionals, LLC Travel clinical employees are considered active as long as they are actively working a contracted assignment.
<u>Inactive Status:</u>	Advantage Medical Professionals, LLC clinical employees become Inactive when they have not worked in the field within a 2-year period.
<u>Rehire Process:</u>	A clinician must complete the rehire process if they have not actively worked in the field with Advantage Medical Professionals, LLC for a 2-year period. The rehire process includes updating all clinical credentialing and HR paperwork, in accordance with the new hire process.
<u>Rehire Date:</u>	As with the hire date, the rehire date will be when the employee completes and signs all clinical credentialing and HR paperwork.
<u>UKG (payroll provider) Terminated Status:</u>	Access to the UKG portal will be terminated after a 30-60 day period with no shifts worked. Status will be updated to "terminated" in UKG. However, this does not mean that employment is terminated from Advantage Medical Professionals, LLC; it is only a termination of access to the UKG system.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Notice of Pending Board Action**

**Policy Origin Date: 06/25/19**

**Policy No.: HR 15**

**Effective: 06/25/19**

**Reviewed: 02/03/20, 12/03/20, 12/03/21, 11/03/22, 08/23/23**

**Revised:**

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### **Purpose**

To define the process regarding notification of an RN or LPN's possible violation (s) reported to the Board of Nursing by a client facility, non-medical person, and / or Advantage Medical Professionals.

### **Policy Statement**

Upon notification of a board reportable violation by an RN or LPN, Advantage Medical Professionals will immediately place the clinician on a Hold status, removing them from ability to be offered and accept an assignment, pending a full investigation into the alleged violations(s) and receipt of final judgment from respective Board of Nursing.

### **Procedure/Guideline**

At which time Advantage Medical Professionals is notified of any possible board reportable violation the RN or LPN will be placed on a hold status. This status will remain in place until a final judgment from the respective Board of Nurses is obtained or a thorough investigation is completed by Advantage Medical Professional's DON.

Upon receipt of the final judgement by the respective Board of Nurses or upon completion of the investigation by Advantage Medical Professional's DON, at the discretion of Advantage Medical Professional's HR Director, CEO and / or DON, final determination of employment status will be made based on the following standards:

- Risk of patient harm
- Violation of Standard of Care
- Violation of Scope of practice

Any action found to jeopardize a nurse's ability to perform in a professional, ethical, safe or competent manner could lead to termination.

Any board action resulting in probation, suspension or revoking of nursing license is grounds for immediate dismissal.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Consent to Searches**

**Policy Origin Date: 07/20/20**

**Policy No.: HR 16.0**

**Effective: 07/20/20**

**Reviewed: 12/03/20, 12/03/21, 11/03/22, 11/08/23**

**Revised:**

## **Page 1**

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### **Purpose**

To provide notification to all Advantage Medical Professionals, L.L.C staff of the requirement to consent to search when requested by Advantage Medical Professionals, LLC or client employee is assigned to.

### **Policy Statement**

Whenever a manager or supervisor has reasonable suspicion that an employee has void the policy regarding the removal of property from a patient, hospital or any facility, the supervisor may, without notice, inspect vehicles, lockers, work areas, desks, purses, briefcases and other locations or belongings.

### **Procedure/Guidelines**

1. If a manager or supervisor has reasonable suspicion that the employee may have removed property from a patient, or facility that direct supervisor has the permission to search vehicles, lockers, work areas, desks, purses, bags, briefcases and / or other locations for the suspected removed belongings.
2. Refusal by an Advantage Medical Professionals, LLC's employee to cooperate with this search / inspection will place the employee into immediate suspension pending investigation.
3. Advantage Medical Professionals, LLC will collaborate with the accusing client / facility to expedite investigation of the incident.
4. Advantage Medical Professionals, LLC's management team including CEO, DON and HR Director will determine degree of progressive discipline based on the evidence available, any reasonable inferences which they may draw from the evidence and the refusal to consent to the search. The discipline could result up to immediate termination at the discretionary decision of the management team.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Federal Accommodations for Pregnant Employees**

**Policy Origin Date: 06/14/23**

**Policy No.: HR 17.0**

**Effective: 06/14/23**

**Reviewed:**

**Revised:**

## **Page 1**

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### **Purpose**

Advantage Medical Professionals, LLC will provide reasonable accommodation to pregnant employees for known limitations related to pregnancy, childbirth, or other related medical conditions in accordance with the federal Pregnant Workers Fairness Act (PWFA).

If you require an accommodation, notify your Recruiter or Staffing Manager. If the need for a particular accommodation is not obvious, you may be asked to include relevant information such as:

- The reason you need an accommodation.
- A description of the proposed accommodation.
- How the accommodation will address limitations caused by pregnancy, childbirth, or related medical conditions.

The Company will not require you to accept any accommodation without engaging in the interactive process to accurately understand your limitations and explore potential accommodations. The Company is not required to make your specific requested accommodation and is not required to provide any accommodation that would constitute an undue hardship on the Company. The accommodation must also be accepted by the employee's assigned facility.

If leave is provided as a reasonable accommodation, it may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by law.

The Company will comply with state or local laws that provide additional protections beyond the PWFA.

The Company will not retaliate against employees who request or receive an accommodation under this policy.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Accommodations for Nursing Mothers**

**Policy Origin Date: 06/14/23**

**Policy No.: HR 18.0**

**Effective: 06/14/23**

**Reviewed:**

**Revised:**

## **Page 1**

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### **Purpose**

Advantage Medical Professionals, LLC will provide nursing mothers reasonable break time to express milk for their infant child for up to one year following the child's birth.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from coworkers and the public. You will need to follow your assigned facility's policies and procedures regarding break time for nursing mothers.

Break time should, if possible, be taken concurrently with any other break time already provided. You must clock in and out or record the start and end time for any time taken that does not run concurrently with normally scheduled rest periods. Break time may be unpaid where permissible by applicable law.

You must make reasonable efforts to not disrupt Company operations.

You are encouraged to discuss the length and frequency of these breaks with your Immediate Manager.

The Company will not discriminate or retaliate against employees who express breast milk in the workplace in accordance with this policy.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: Disability Accommodation**

**Policy Origin Date: 06/14/23**

**Policy No.: HR 19.0**

**Effective: 06/14/23**

**Reviewed:**

**Revised:**

## **Page 1**

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### **Purpose**

Advantage Medical Professionals, LLC complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws, and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions. Consistent with this commitment, the Company will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

If you require an accommodation because of your disability, it is your responsibility to notify your Recruiter or Staffing Manager. You may be asked to include relevant information such as:

- A description of the proposed accommodation.
- The reason you need an accommodation.
- How the accommodation will help you perform the essential functions of your job.

After receiving your request, the Company will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by the Company in connection with a request for accommodation will be treated as confidential.

The Company encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, the Company is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Company. The accommodation must also be accepted by the employee's assigned facility.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

The Company will not discriminate or retaliate against employees for requesting an accommodation.

# Information Management



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: INFORMATION MANAGEMENT PROCESS**

**Policy Origin Date: 04/22/09**

**Policy No.: IM 1**

**Effective: 04/22/09**

**Reviewed: 04/15/11, 11/03/22**

**Revised: 06/05/13, 04/10/15, 12/11/17, 06/06/19, 11/15/21, 11/15/23, 02/14/24**

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### **Purpose**

Advantage Medical Professionals LLC, is capable of meeting the internal and external information needs of the employees and client facilities on an ongoing basis.

### **Policy Statement**

The information management process of Advantage Medical Professionals, LLC facilitates within its capabilities of information technology, the ability to access information related to licensing, accrediting, and regulatory bodies; consumer; operation; and performance improvement activities. The firm is capable of retrieving data without compromising security and confidentiality throughout its daily operations. The organization retains records, data, and information in accordance with law and regulation.

### **Procedure/Guideline**

1. Advantage Medical Professionals, LLC has an information system that is maintained by its in-house IT Team and our outsourced IT Company.
2. All information related to employee licensing and competency validation is maintained in a secure web based application. It is used in all satellite offices.
3. Data is transferred between offices and the corporate office in New Orleans through the use of a VPN connection. After hours (nights and weekend) coverage is performed by a member of the New Orleans Staffing Department. Some of the coverage is performed by internal staff employees from their homes in other states such as North Carolina and Florida.
4. Invoice information for each office is generated by the designated office and verified by the Billing Team. The Billing Team performs an edit, prints invoices, and completes the billing cycle in the New Orleans office. Billings are done weekly, monthly, or as deemed necessary by management.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: INFORMATION MANAGEMENT PROCESS**

**Policy Origin Date: 04/22/09**

**Policy No.: IM 1**

**Effective: 04/22/09**

**Reviewed: 04/15/11, 11/03/22**

**Revised: 06/05/13, 04/10/15, 06/06/19, 11/15/21, 11/15/23,  
02/14/24**

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5. Accounting uses an off the shelf software called SAGE. The Sage modules we use include General Ledger, Accounts Payable, Accounts Receivable, Custom Reports, Library Master, Visual Integrator and Custom Office.
  6. Advantage Medical Professionals uses Microsoft office 365 Exchange email server. The email is hosted in the cloud and accessed by employees using Microsoft Outlook on desktop computers and also various email programs on their cell phones. All computers on the corporate network and remote office networks run industry standard security/antivirus software to protect against viruses, spam, adware, and malware. Additionally, the outsourced IT Company provides 24/7 monitoring for any malicious behavior.
  7. Data connections are provided by various companies based on the satellite office location and the New Orleans data is from AT&T, Baton Rouge, and Houston are AT&T, Covington is Charter, Dallas is Spectrum and Lafayette is Louisiana Utilities. The VPN tunnels are implemented with industry standard hardware, with 24/7 monitoring by outsourced IT Company. We have several internal staff who work remotely. Users who work remotely use company hardware/software, and 24/7 monitoring is done by outsourced IT Company to ensure security.
  8. Employees are required to provide usernames and passwords to access workstations. These usernames and passwords, along with security permissions set across the network, are used to protect data and programs from unauthorized use. Care must be taken to keep passwords secret and to maintain the integrity of the security system. Employees are required to keep passwords secret and instructed to never give out their password. Unauthorized distribution of passwords will result in disciplinary action up to or including termination.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PERSONNEL RECORDS AND HEALTH INFORMATION FOR CLINICAL STAFF**

**Policy Origin Date: 04/22/09**

**Policy No.: IM 2**

**Effective: 04/22/09**

**Reviewed: 04/15/11, 06/05/13, 11/03/22, 11/15/23**

**Revised: 04/10/15, 06/06/19, 11/15/21**

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### **Purpose**

To ensure all health and personnel records of clinical staff are maintained and only individuals with a need to know access these records.

### **Policy Statement**

Access to personnel and health information records of clinical staff is limited to employees involved in the process of obtaining and providing such information. Since 2008, all employees with access to such information have undergone background checks and drug screening.

### **Procedure/Guideline**

1. The personnel file includes all documentation/records collected during the hiring/continuous employment of the healthcare professionals employed by Advantage Medical Professionals. These records are securely stored on an industry standard secure cloud-based staffing platform with security protocols.
2. Advantage Medical Professionals, LLC periodically reviews all health information and personnel records for current, accurate, and complete information. The industry standard staffing platform allows for notification and reporting of missing/expiring credentials and provides the clinical staff a secure digital platform to complete any necessary updates and electronically submit updated credentials.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CONFIDENTIALITY AND SECURITY OF INFORMATION ABOUT CLINICAL STAFF AND CUSTOMERS**

**Policy Origin Date: 04/22/09**

**Policy No.: IM 3**

**Effective: 04/22/09**

**Reviewed: 04/15/11, 06/05/13, 11/03/22, 11/15/23**

**Revised: 04/10/15, 06/06/19, 11/15/21**

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#### **Purpose**

To maintain confidentiality and security of information about clinical staff and customers.

#### **Policy Statement**

Access to information about clinical staff and customers is limited to employees involved in the process of obtaining and providing such information. Since 2008, all employees with access to such information have undergone background checks and drug screening.

#### **Procedure/Guideline**

1. Our internal IT department, along with our outsourced IT Company, are responsible for maintaining the confidentiality and security of all information maintained in an electronic format.
2. Passwords on computers are used to protect data and programs from unauthorized use. Internal staff is granted network/email access by the internal IT department, based on user role. Employees are encouraged to keep passwords secret and to maintain the integrity of the security system. Employees are instructed to never give out their password. Unauthorized distribution of passwords will result in disciplinary action up to or including termination. The entire network is monitored 24/7 by outsourced IT Company.
3. Internal IT department and outsourced IT Company meet monthly to discuss the health and security of the company's entire network, and to review analytics reports of the network. Any issues that arise up are immediately addressed and resolved. These issues are discussed in the monthly meetings for quality assurance and security improvement.
4. Employees are prohibited to access an employee file without a need directly related to their employment. These needs include but are not limited to the following:
  - a. To maintain the employee file by inputting updated information into the folder or removing outdated information from the folder. Any information removed from the folder is shredded to protect employee confidentiality.
  - b. Provide information to a client facility regarding an employee.
  - c. Review of folder for the purposes of performance improvement
5. All employment information is confidential, and the privacy and security of the clinical staff information is maintained by all employees of Advantage Medical Professionals, LLC and any client facility provided such information.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CONFIDENTIALITY AND SECURITY OF INFORMATION ABOUT**

### **CLINICAL STAFF AND CUSTOMERS**

**Policy Origin Date: 04/22/09**

**Policy No.: IM 3**

**Effective: 04/22/09**

**Reviewed: 04/15/11, 06/05/13, 11/03/22, 11/15/23**

**Revised: 04/10/15, 06/06/19, 11/15/21**

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6. Employees electronically complete and sign a pre-employment background check. This gives permission to and hold harmless Advantage Medical Professionals, LLC and their assigned screening agent. Screening agent investigates and provides report -to approved Advantage Medical Professionals, LLC staff- any history involving criminal arrests or convictions, personal driving records, Medicare/Medicaid or GSA exclusion, traffic convictions, civil suit information, information as to Race, Sex, and Date of Birth for identification purposes only.
7. Any employee requesting Advantage Medical Professionals, LLC to release wage information is required to sign a wage release authorization form.
8. The Advantage Medical Professionals, LLC is continuously backed up to a secure cloud server. This backup is monitored 24/7 by outsourced IT Company.
9. Human Resource employees and the staffing department provide employee records to client facilities who are utilizing an employee for staffing purposes. In addition, employee records may be sent to governmental or state agencies (Louisiana Workers Compensation, Department of Labor, Department of Social Services, Office of Family Support, Support Enforcement Department, Internal Revenue Services, Office of the Attorney General, or any agency providing a legal subpoena to Advantage Medical Professionals, LLC). In addition, files may be released to any party the employee provides a release of information.
10. In the event confidentiality and security of information about clinical staff and customers are breached, the immediate supervisor and Vice President directly responsible for the employee who breached the information will be notified. The Vice President then informs the director of Human Resources. Disciplinary action may be taken up to and including termination.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PLAN FOR INTERNAL DISASTER**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13**

**Revised: 04/10/15, 06/06/19, 11/15/21, 12/03/22, 11/15/23**

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### **Purpose**

To outline the process to be utilized in the event of an internal disaster.

### **Policy**

Advantage Medical Professionals, LLC identifies the possible risks of an internal disaster and has outlined a process to follow in the event of an internal disaster.

### **Procedure/Guidelines**

The use of secure web based software programs gives Advantage Medical Professionals the flexibility to limit the downtime in the event of an internal disaster. Industry standard web based technology is used for staffing/credentialing, and cloud based technology is utilized for storage/backup as well as VOIP phone system. Users are supplied with laptops for mobility, and industry standard secure cloud based VOIP phone service works on a physical phone, laptop via web based software, or mobile app. Additionally – 24/7 technical support is available via outsourced IT Company as well as these industry standard technology companies that Advantage Medical Professionals, LLC has partnered with. As long as Advantage Medical Professionals employees have access to power and internet service – employees can work virtually anywhere.

### **Emergency Contact:**

Restech

Office: 504-733-5633

Email: [help@restech.net](mailto:help@restech.net)

### **Contact Numbers:**

Emergency: 911

Non-Emergency: 311

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMERGENCY COMPUTER PROCEDURES**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4.1**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15**

**Revised: 06/06/19, 11/15/21, 11/15/23, 02/14/24**

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### **Purpose**

Advantage Medical Professionals needs to maintain contact with client facilities and employees in the event of a power loss or evacuation.

### **Policy Statement**

In the event of a power loss or evacuation in which the computer system has been shut down manually or through a power loss, the following steps are recommended for loss of power and evacuation and to restore operations.

### **Procedure/Guidelines**

- Procedure for Loss of Power and Evacuation
  - Advantage's entire network is monitored by outsourced IT Company – which is a continuous 24/7 monitoring for any service disruption to any location. In the event of a disruption, the outsourced IT Company and internal IT Department immediately begin the process of addressing the disruption internally while rerouting communication to another office for nearly 0 interruption to our Clients/Clinicians
  - At the location of the power loss/evacuation - employees to take their laptops with them and evacuate to a safe area. Once safe and able to work, the employee has everything necessary to continue working as if the employee were in the office.
  - If loss of power/evacuation issue occurs at an office, internal IT department, along with outsourced IT Company, immediately adjusts routing of that office phone lines to immediately ring concurrently an unaffected office, as well as the selected devices – for near zero downtime
  - Advantage Medical Professionals, LLC utilizes OneDrive for workstation backup and is in the process of moving server files to Microsoft Sharepoint, for secure cloud based access anywhere
  - Power down any workstations on battery backup
  - Turn off the battery backup devices
  - Remove the power cords from the back of the computers
  - Satellite office - transfer call to New Orleans office; If unable to transfer call to corporate office, transfer call to company cell phone
  - New Orleans Office – call IT Administrator or CFO to transfer call to designated person
  - When leaving the office, take the most recent backups)

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: EMERGENCY COMPUTER PROCEDURES**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4.1**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15**

**Revised: 06/06/19, 11/15/21, 11/15/23, 02/14/24**

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- Procedure to Restore operations:
    - Visit each battery backup device and turn it on
    - Turn on the workstations
    - Be sure connections are established with the server, the internet and the remote server
    - Restore data from laptop if needed
    - Satellite office - cancel transfer, call internal IT department and outsourced IT Company
    - New Orleans Office – call internal IT department and outsourced IT Company
    - Internal IT department and outsourced IT Company reroute all cloud services back to location

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PLAN FOR COMMUNITY DISASTER**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4.2**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 11/15/23**

**Revised: 04/10/15, 06/06/19, 11/15/21, 11/03/22, 02/14/24**

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### **All Employee's Overview**

- All administrative employees will be given a card listing key personnel phone numbers. It will also contain a list of all Advantage Medical Professionals, LLC Office numbers. It is your responsibility to carry this card with you in case of emergencies.
- In the event of an emergency, all employees should seek safe ground. Once you and your family have been safely removed from the danger, it is each employee's responsibility to contact your supervisor or the New Orleans office and notify them of your contact information.
- For those employees with assigned emergency task, please remember your safety comes first. Complete your assigned task as long as you are not in immediate danger.
- Company cell phones, hot spots, laptops, tablets, etc. should be charged up and ready for use.

### **Communication tips:**

- Have company contacts and phone numbers with you at all times.
- If phone service is not working, try to get access to internet and e-mail.
- Remember that text messaging on cell phones can be a very effective easy way to communicate during emergency situations.
- You can get to your Advantage Medical Professionals, LLC e-mail from a remote location over the internet. Use emergency contacts for instructions.
- Everyone should attempt to give updates and get updates daily during entire evacuation period using one of the above mentioned methods.

### **Recovery of Business**

- Each manager will assess their individual operational needs and will issue assignments based on the company's requirements at that time.
- No one should return to the building after an evacuation without management approval. We will assign a manager to evaluate the safety of the building before resuming operations in that office. If you return to the area, the office may still be running at a different location.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PLAN FOR COMMUNITY DISASTER**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4.2**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 11/15/23**

**Revised: 04/10/15, 06/06/19, 11/15/21, 11/03/22, 02/14/24**

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### **Accounting Department Overview**

In the event that we cannot return to our New Orleans office within 3 business days, we will activate the following plan.

You must contact the CFO, Anna Martin with your individual contact information. If the CFO cannot be reached, you can contact Joe Spitale, CEO with your information. We do plan to put one person working in the Baton Rouge office, as needed, and one person working in the Lafayette office, as needed. Assignments will be distributed **as needed** from the CFO; therefore, it is vital that you contact her immediately after you and your families are safe. Just because you evacuate to one of the above mentioned locations, does not guarantee the company will need you in that area. We will try to take into consideration all employees' needs when issuing assignments; however, the company's recovering needs will be the primary determining factor. The majority of accounting work will be done from a satellite office to be established by the administrative staff.

### **Annual Preparation**

The following task must be completed as needed:

- Review Inventory check off list & verify that all items are updated
- Emergency Box/bin
- All contact information must be in MAS90 for A/P & A/R

### **Human Resource Department Overview**

In the event that we cannot return to our New Orleans office within 3 business days, we will activate the following evacuation plan.

### **Annual Preparation**

The following task must be completed as needed:

- Send Employee profile sheets to designated satellite office designated by the administrative staff.
- Review Inventory check off list & verify that all items are updated
- Get an update on Employee Emergency information
- Send out an inquiry to who needs key employee/office information

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PLAN FOR COMMUNITY DISASTER**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4.2**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/2013, 11/15/23**

**Revised: 04/10/15, 06/06/19, 11/15/21, 11/03/22, 02/14/24**

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- Give manager new phone numbers on all employees
  - Arrange Backup of Time force
  - Backup files

### **IT Department**

#### **Overview**

In the event that we cannot return to our corporate office within 3 business days, we will activate the following evacuation plan.

#### **Annual Preparation**

Review Inventory check off list & verify that all items are updated

Communicate with outsourced IT Company in the event that network backup is needed

Secure Access to Network

Secure Access to Satellite offices

With migration to cloud based systems and replacement of workstation PCs to laptops, IT infrastructure is nearly 100% mobile and remote ready. IT continuously tests the security and functionality of its Community Disaster plan through its support of all remote employees. Phone system is a cloud based platform supported by an industry leading global company, along with outsourced IT Company; email server is a cloud based system through Microsoft; and day to day operational system software is also secure web based industry leading platform.

### **Staffing Departments**

#### **Overview**

In the event that we cannot return to our New Orleans office within 3 business days, existing remote employee infrastructure will be activated for employees who work in any area impacted by a community disaster.

#### **Annual Preparation**

Infrastructure/plan is continuously tested

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CLINICAL EMPLOYEE PLAN FOR DISASTER**

**Policy Origin Date: 07/18/08**

**Policy No.: IM 4.3**

**Effective: 07/18/08**

**Reviewed: 04/15/11, 06/05/13, 04/10/15, 03/12/20, 12/02/21,  
11/03/22, 11/15/23**

**Revised:**

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### **Purpose**

Advantage Medical Professionals needs to maintain contact with client facilities and clinical employees in the event of a power loss or evacuation.

### **Policy Statement**

In the event of a power loss or evacuation, the following steps are recommended.

### **Procedure/Guidelines**

All clinical employees are to contact the office and to determine if any scheduled shifts are still required by client facilities. In the event the employee is being requested to work, the employee is to report with the following items:

- Three day supply of clothing to include off duty as well as uniforms.
- Non-Perishable food items the employee can consume over a three day period.
- Bedding supplies, pillow, blanket, etc.
- Credit cards, cash, that will provide the employee the ability to locate food and shelter outside of a shelter facility if they so choose. Advantage Medical Professionals, LLC will not reimburse for any expenses incurred due to evacuation.

During the disaster, the employee is to act in accordance will all applicable policies and procedures enforced at the client facility. Advantage Medical Professionals, LLC will not support any employee who is not compliant with all facility policies or any employee who abandon the assignment once they have reported.

Any employee not scheduled to report to work at any client facility and their shifts have been cancelled, they need to inform the office of their plans for evacuation and provide the office with contact information.

In the event an employee evacuates in state and is available to work at any facility within the state, Advantage Medical Professionals, LLC will attempt to locate an assignment for the employee. It should be noted that during any disaster, the payroll department may not be functioning and daily pay advances may not be available for a short period.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TESTING COMPUTER/EMERGENCY EVACUATION PLAN**

**Policy Origin Date: 07/01/11**

**Policy No.: IM 4.4**

**Effective: 07/01/11**

**Reviewed: 11/15/23**

**Revised: 12/17/21, 11/15/23**

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### **Purpose**

Advantage Medical Professionals test the computer backup files at least annually to verify that in the event of an emergency the restore procedures will operate accordingly.

### **Policy Statement**

In order to perform annual testing, the following steps are recommended.

### **Procedure/Guidelines**

All computer files are backed up on "The Cloud" that may be utilized in the event the company needs to restore our files. We test the restoring of files annually.

Besides the above backup the following additional backups are made and tested as follows:

- Financial Data – Financial Data is stored in a private cloud, within redundant and shared hosting environment on Restech equipment at Dallas or Nashville datacenter. Offsite backup of servers/data to secondary location. We also backed them up and restore/test at least semi-annually through a restore process onto the Chief Financial Officer's Laptop.
- Staffing Data – The staffing information is stored in Third Party Software in the cloud and can be accessed through the internet using the proper credentials.
- The remaining Network Data is tested annually through a restore process.
- Phone system – We use a Third Party VOIP service for our company wide phone services. It allows us complete mobility and cloud flexibility and automation. Our IT Team have access to a Cloud base management portal. This allows us to continue operations with minimal interruptions. No testing is required because there is daily forwarding of phones.

# **QUALITY IMPROVEMENT STANDARDS**



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy PERFORMANCE IMPROVEMENT PLAN**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 1**

**Effective: 01/28/09**

**Reviewed: 02/03/20, 12/03/20, 12/03/21, 11/08/23**

**Revised: 02/21/11, 06/05/13, 04/10/15, 01/16/17, 02/21/19,  
07/19/22**

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### **Purpose**

Identify the components of the performance improvement plan of Advantage Medical Professionals, LLC is a supplemental staffing organization meeting the health care industry needs in markets served. The main types of employees contracted to healthcare organizations include: registered nurses, licensed practical/vocational nurses, certified nursing assistants, respiratory therapist, surgical technicians, and certified respiratory therapy technicians. Data and information derived and analyzed through the performance improvement process is shared with the performance improvement committee consisting of the Chief Executive Officer, Director of Nursing, Vice-President of Marketing, Vice-President/Chief Financial Officer/Human Resources, and the Manager of Accounting/Human Resources. Our Mission is **Connecting Quality healthcare professionals to achieve exceptional patient care** to the healthcare providers. Excellence is defined by the company operations that meet standards and expectations which are appropriate for meeting the quality care initiatives of our clients and staff. The goal of the committee is to create an environment of continued self-assessment and assist in strategic planning to enhance the quality of services provided. Casting the wants and needs of the future is a positive and effective business culture.

### **Policy Statement**

The company Performance Improvement Plan is in place to assist management and staff in evaluating and assessing performance and efficiency of operations while addressing performance improvement initiatives. This plan is important to the company leadership, staff, client hospitals and patients who are provided care by our clinical personnel. In addition it is believed the plan, implemented correctly, will provide the company with continued fiscal solvency and increased demand in the healthcare industry.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy PERFORMANCE IMPROVEMENT PLAN**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 1**

**Effective date: 01/28/09**

**Reviewed: 02/03/20, 12/03/20, 12/03/21, 11/08/23**

**Revised: 02/21/11, 06/05/13, 04/10/15, 01/16/17, 02/21/19,  
07/19/22**

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### **Procedure/Guideline**

Utilizing the methodology of Plan-Do-Check-Act (PDCA), the agency will update the plan as needed, collect data, identify opportunities for organizational improvement, implement actions to improve organizational performance, and reevaluate data to determine impact of corrective actions.

The scope of the performance improvement activities for Advantage Medical Professionals LLC includes:

- Tracking Do Not Return (DNR) orders from clients—include reporting authority, rationale for DNR, any actions resulting in poor outcomes for patients, actions taken to support or discipline employee.
- Peer Review and Full Documentation Procedures and Outcomes.
- Annual Client Satisfaction Surveys.
- Self-auditing of monthly employee files, minimally twenty. Random check for completeness and accuracy, all credentials are current and enforceable.

The composition of the clinical staff by profession and staffing assignment include:

- Registered Nurses
- Licensed Practical Nurses
- Certified Nursing Assistants
- Certified/Registered Respiratory Therapists
- Surgical Technicians

The organizational strategic goals for defining the performance improvement plan are:

- Improve the quality of employee selected to assign to client facilities.
- Improve the quality of the employee file and ensure all information is current and complete.
- Decrease the number of Do Not Return orders from client facilities.
- Improve overall client satisfaction.
- Improve employee satisfaction.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy PERFORMANCE IMPROVEMENT PLAN**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 1**

**Effective date: 01/28/09**

**Reviewed: 02/03/20, 12/03/20, 12/03/21, 11/08/23**

**Revised: 02/21/11, 06/05/13, 04/10/15, 01/16/17, 02/21/19,  
07/19/22**

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Organization wide indicators are selected annually and reviewed assessed every six months. Indicators are selected based on recommendations from accrediting agencies, governmental agencies, and from the analysis of current performance improvement data. In addition, any situation recognized by the quality committee that is deemed as having a negative impact on the organization as a whole will be monitored and action plans developed.

Four items are included as tracking indicators for trend analysis. These indicators are as follows:

- Tracking Do Not Return (DNR) orders from clients—include reporting authority, rationale for DNR, any actions resulting in poor outcomes for patients, actions taken to support or discipline employee.
- Peer Review and Full Documentation Procedures and Outcomes.
- Annual Client Satisfaction Surveys.
- Self-auditing of monthly employee files, minimally twenty. Random check for completeness and accuracy, all credentials are current and enforceable.

Relevant data is shared across the firm by the quality improvement committee periodically. Information will be developed and shared to all employees and staff through cooperative efforts of the Performance Improvement Coordinator and Director of Nursing.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: QUALITY AND INTEGRITY OF DATA**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 2.0**

**Effective: 07/18/08**

**Reviewed: 04/10/15, 02/21/19, 02/03/20, 12/03/20, 12/03/21,  
11/03/22, 11/08/23**

**Revised: 01/28/09; 02/21/11, 06/05/13, 01/16/17, 01/21/19,  
04/26/23**

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### **Purpose**

Maintain the accuracy, reliability, and validity of performance improvement data.

### **Policy Statement**

All data, whether handwritten or electronic is accurate and provides Advantage Medical Professionals, LLC the opportunity to follow the PDCA (Plan-Do-Check-Act) process to improve organizational performance. The goal of the performance improvement committee is to create an environment of continued self-assessment and assist in strategic planning to enhance the quality of services provided. Casting the wants and needs of the future is a positive and effective business culture that occurs when accurate data is collected, analyzed, and opportunities for improvement are identified.

### **Procedure/Guideline**

Advantage Medical Professionals, LLC track for indicators for trend analysis. These indicators are as follows:

- Tracking Do Not Return (DNR) professional and clinical orders from clients—include reporting authority, rationale for DNR, any actions resulting in poor outcomes for patients, actions taken to support or discipline employee.
  - This data is collected by the staffing department/Director of Nursing and the Director of Nursing is responsible for the investigation and follow-up on all complaints. Upon completion of the investigation, the form is filed, and the data is analyzed on a quarterly basis.
- Peer Review and Full Documentation of Procedures and Outcomes.
  - Peer review is attempted at least two times annually.
  - The data is collected in a written format with the intent of the process being tracked electronically. Once the data is collected the data is utilized to conduct the employee performance evaluation that is completed every two years, unless required more frequently per client request and/or state nurse pool registry/license.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: QUALITY AND INTEGRITY OF DATA**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 2.0**

**Effective: 07/18/08**

**Reviewed: 04/10/15, 02/21/19, 02/03/20, 12/03/20, 12/03/21,  
11/03/22, 11/08/23**

**Revised: 01/28/09; 02/21/11, 06/05/13, 01/16/17, 01/21/19,  
04/26/23**

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- Annual Client Satisfaction Surveys.
  - Annual Client satisfaction surveys will be sent to client facilities. This information is obtained anonymously unless the party completing the survey chooses to identify their facility. Once collected the data is analyzed and the committee evaluates the data for any opportunities for improvement.
- Self-auditing of monthly employee files, minimally twenty. Random check for completeness and accuracy, all credentials are current and enforceable.
  - Data is collected by the Director of Nursing's Support Specialist. This data is forwarded to the performance committee to evaluate quarterly.
  - Methodology for auditing of employee files is selected randomly from <https://randomnumbergenerator.org> and run by the Director of Nursing's Support Specialist.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CUSTOMER SATISFACTION INFORMATION**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 2.1**

**Effective: 07/18/08**

**Reviewed: 12/03/20, 12/03/21, 11/03/22, 11/08/23**

**Revised: 01/28/09; 02/21/11, 06/05/13, 04/10/15, 01/16/17,  
02/21/19**

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### **Purpose**

It is important to capture the satisfaction of our clients, build on this information through marketing, customer relations and operational challenges and directives.

### **Policy Statement**

Annual satisfaction surveys are conducted with the facility to determine the level of facility satisfaction.

### **Procedure/Guideline**

Advantage Medical Professionals, LLC has a Quality Improvement Questionnaire it distributes to all client facilities on an annual basis.

Each client facility evaluates Advantage Medical Professionals, LLC annually.

Each client will evaluate Advantage Medical Professionals, LLC utilizing the following satisfaction indicators:

- Office Personnel-Telephone Conduct
  - Do you have difficulty reaching office staff during business hours?
  - Does respondent answer quickly?
  - Is the respondent courteous and identify themselves?
  - Does the respondent put you on hold for long periods of time?
  - Does respondent identify themselves?
  - Is the respondent knowledgeable and confident when handling your call?
  - Does the respondent usually fill your staffing needs either personally or through the staffing program?
  - When you input staffing requests through Onboarding/Credentialing Software, does the agency acknowledge your request in a timely manner?
  - Does the respondent call you back quickly or input qualified personnel in a time manner when filling your staffing needs?



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CUSTOMER SATISFCTION INFORMATION**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 2.1**

**Effective: 07/18/08**

**Reviewed: 02/03/20, 12/03/20, 12/03/21, 11/03/22, 11/08/23**

**Revised: 01/28/09; 02/21/11, 06/05/13, 04/10/15, 01/16/17,  
01/21/19**

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- Office Personnel- Telephone Conduct
  - Can you easily reach our office after business hours?
  - Can you easily reach our office on weekends?
- Healthcare Employees
  - Do they arrive on time?
  - Do they arrive professionally dressed?
  - Do they have a good attitude?
  - Do they offer to help?
  - Are they flexible with shift assignments?

Advantage Medical Professionals, LLC maintains open lines of communication with the client facilities. On a regular basis the Director of Marketing and the Director of Nursing will meet with facility representatives to determine opportunities for improvement with services provided. In addition both parties may be contacted to discuss any concerns.

The survey information collected will be a part of the QA/PI committee for review. This will keep the lines of communication open between both agency and client. This will also determine the agency has been effective in carrying out their mission and in meeting the terms of contract and employment agreements.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: ANALYSIS OF PERFORMANCE IMPROVEMENT DATA**

**Policy Origin Date: 07/18/08**

**Policy No.: PM 3.0**

**Effective: 07/18/08**

**Reviewed: 02/21/11, 06/05/13, 01/16/17, 02/21/19, 02/03/20,  
12/03/20, 12/03/21, 11/08/23**

**Revised: 01/28/09, 04/10/15, 01/23/19, 11/03/22**

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### **Purpose**

Advantage Medical Professionals, LLC analyzes the performance improvement data collected utilizing data analysis tools and makes improvements based on the analysis of the data.

### **Policy Statement**

The Performance Improvement Coordinator is responsible for collecting and analyzing data. The data analysis is presented to the performance improvement committee and the committee identifies actions to be taken and resources to be allocated.

### **Procedure/Guideline**

Advantage Medical Professionals, LLC collects data on a monthly, quarterly, and annual basis. All data collected is analyzed and presented to the performance improvement committee.

Advantage Medical Professionals, LLC sends surveys annually with respect to Advantage customer service. Completed surveys are analyzed annually and forwarded to the performance improvement committee for discussion.

Do Not Return Data is collected daily and analyzed quarterly to recognize any data trends. The data is presented at the quarterly performance improvement committee.

Employee files are analyzed monthly. The Director of Nursing's Support Specialist is responsible for auditing files monthly. The performance improvement committee will review the analysis of the data collected on a quarterly basis.

## **Annual Orientation Education for Healthcare Professionals**

I have received Advantage Medical Professionals, LLC orientation and have read and signed the job description pertaining to my responsibilities and classification. I acknowledge that I have reviewed and understand the Annual Orientation Education, which outlines important information regarding safety and industry-wide guidelines and standards, and understand that I am required to review this on an annual basis. I also acknowledge that I have reviewed and understand the Health Information Insurance Portability and Accountability Act and I will comply with protecting the confidentiality of patient health information, abide by the HIPAA policies, and not share information.

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Employee Name Printed

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Employee Signature and Date

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## **Policy and Procedure Manual Acknowledgement**

I understand and agree that it is my responsibility to read and comply with all policies and procedures contained in Advantage Medical Professionals, LLC Policy and Procedure Manual and any revisions, I am bound by the provisions contained therein, and that my continued employment is contingent on my adherence to those policies and procedures. I have been made aware that the Policy and Procedure Manual is available for me to review online at <https://advantagemedicalprofessionals.com/policy-and-procedure/>. I further acknowledge that if at any time I have questions concerning anything included in the Policy and Procedure Manual I will consult the Director of Nursing at Advantage Medical Professionals, LLC. I acknowledge that I have been formally instructed of the policies and procedures of Advantage Medical Professionals, LLC.

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Employee Name Printed

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Employee Signature and Date

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## **The Joint Commission 2024 National Patient Safety Goals**

I have reviewed all relevant chapters of The Joint Commission 2024 National Patient Safety Goals, which were made available to me both on the Advantage Medical Professionals website as well as The Joint Commission website. I understand the specific areas of concern, with regards to the emerging patient safety issues addressed in the Safety Goals, address patient safety issues in varied healthcare settings.

The Joint Commission 2023 National Patient Safety Goals can also be accessed at:  
<https://advantagemedicalprofessionals.com/resources/forms/>  
<https://www.jointcommission.org/standards/national-patient-safety-goals/>

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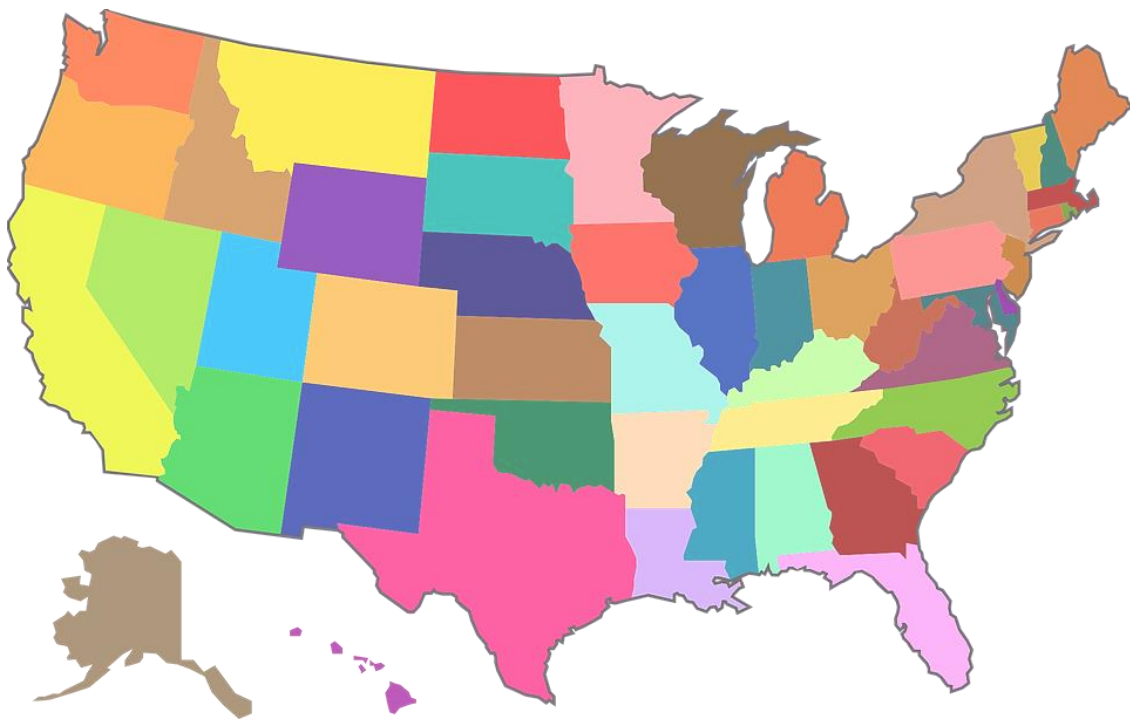
Employee Name Printed

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Employee Signature and Date

# STATE-SPECIFIC ADDENDA

**Applicable policies are based upon the state that you are working in.**



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: ALABAMA POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 1.0**

**Effective: 06/28/23**

**Reviewed:**

**Revised: 08/25/23**

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### **Benefits**

#### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you receive a summons to report to jury duty, you must show the summons to your Recruiter or Staffing Manager on your next day of work. You will be granted leave for the duration of the required jury duty.

Full-time employees will receive their regular compensation while serving on jury duty. For part-time employees, time spent engaged in attending court for prospective jury service or for serving as a juror is not compensable; however, exempt employees will not incur any reduction in pay for a partial week's absence due to jury duty.

If you are called to jury duty, you will not be requested or required to use annual, sick, unpaid, or vacation leave for participating in the jury selection process or serving on a jury.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Voting Leave**

If you begin work two or more hours after the polls open or complete work at least one hour before the polls close, you will be deemed to have sufficient time outside of work hours to vote. If your work schedule prevents you from voting, you will be provided reasonable time off to vote. Time off to vote is unpaid; however, exempt employees may receive pay as required by applicable law. You must provide your Recruiter with reasonable advance notice of the need for time off to vote. Advantage Medical Professionals, LLC may specify the hours during which you may be absent to vote.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: ALABAMA POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 1.0**

**Effective: 06/28/23**

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### **Election Official Leave – Alabama**

Advantage Medical Professionals, LLC will provide employees who are precinct election officials with unpaid time off on Election Day in order to perform their appointed duties.

You must provide at least seven days' notice of your need for leave along with documentation supporting your status as an appointed precinct election official.

The Company will not retaliate or discriminate against employees who request or take leave in accordance with this policy.

# Advantage Medical Professionals Policy and Procedure Manual

**Policy: ARIZONA POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 2.0**

**Effective: 06/28/23**

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### Benefits

#### Crime Victim Leave

Advantage Medical Professionals, LLC is committed to providing victim's leave to eligible employees in accordance with Arizona's victim leave law (Ariz. Rev. Stat. § 13-4439; § 8-420). This law authorizes employees who are victims of crimes to leave work to exercise the right to be present at legal proceedings related to the crime.

A **victim** is:

- A person against whom the criminal offense has been committed; or
- If the person is killed or incapacitated, the person's immediate family (victim's spouse, parent, child, sibling, grandparent, or lawful guardian) or other lawful representative (person who is designated by the victim or appointed by the court and who acts in the best interests of the victim), except if the person is in custody for an offense or is the accused.

**Legal proceedings** include:

- Initial appearances and detention hearings.
- Post-conviction release proceedings.
- Plea negotiations and sentencing.
- Disposition and pre-disposition proceedings.
- Probation modification, revocation, disposition, or termination proceedings.
- Re-examination proceedings.
- Order of protection (an injunction against harassment or any other injunctive relief to help ensure the health, safety, or welfare of the victim or the victim's child).

Prior to taking leave, you must provide your Recruiter or Staffing Manager with a copy of the notice of each scheduled proceeding that is provided by the agency responsible for providing notice, a court order to which you are subject, or any other proper documentation, unless advance notice is not feasible. If advance notice is not feasible, you must provide appropriate documentation within a reasonable time after the absence.

The Company will keep all records related to your leave confidential.

The leave provided to attend proceedings is unpaid; however, you may choose to use accrued benefits, such as existing vacation time, sick time, personal leave time, or other accrued paid time off.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: ARIZONA POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 2.0**

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### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO/vacation in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Paid Sick Leave (Accrual Method)**

Advantage Medical Professionals, LLC provides paid sick leave in accordance with Arizona's Fair Wages and Healthy Families Act.

#### Eligibility

Pursuant to the Fair Wages and Healthy Families Act, the Company provides paid sick leave to employees who work for the Company in Arizona. For employees who work in Arizona who are eligible for sick time under any other applicable sick time/leave law or ordinance, this policy applies solely to the extent it provides greater benefits/rights on any specific issue or issues than the other applicable sick time/leave law or ordinance.

#### Reasons for Leave

Sick leave may be taken for the following reasons:

- To care your own or a family member's mental or physical illness, injury, or health condition; need for medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or need for preventive medical care.
- Workplace closure due to a public health emergency.
- To care for your child whose school or place of care has been closed due to a public health emergency.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: ARIZONA POLICIES**

**Policy Origin Date: 06/28/23**

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- To care yourself or a family member when it has been determined by the health authorities or by a health care provider that you or your family member's presence in the community may jeopardize the health of others because of your exposure to a communicable disease, whether or not you or your family member has actually contracted the communicable disease.
- Absences due to domestic violence, sexual violence, abuse, or stalking.

### ***Family member*** means:

- Your children of any age (including biological, adopted, or foster children, legal wards, children of a domestic partner, or children for whom you stand in loco parentis).
- Your parents or your spouse or domestic partner's parents (including biological, foster, and step parents; adoptive parents; legal guardians; or persons who stood in loco parentis when you, or your spouse or domestic partner, was a minor child).
- Your spouse or domestic partner.
- Your or your spouse or domestic partner's grandparents, grandchildren, or siblings (including foster, adoptive, or step relationships).
- Any other individual related to you by blood or affinity whose close association is the equivalent of a family relationship.

### **Accrual and Usage**

Employees begin accruing paid sick leave at the start of employment in Arizona. Paid sick leave will accrue at the rate of one (1) hour for every thirty (30) hours worked in Arizona, up to a total maximum accrual of forty (40) hours. Employees who are exempt from overtime pursuant to the executive, administrative, and professional exemptions are assumed to work forty (40) hours in each workweek unless their normal workweek is less than forty (40) hours, in which case paid sick leave accrues based upon that normal workweek. For purposes of this policy, the year is the consecutive 12-month period beginning on January 1st and ending on December 31st. For employees hired after July 1, 2017, accrued time cannot be used until after 90 days of employment.

Paid sick leave may be used in a minimum increment of one hour. Employees may use up to forty (40) hours of paid sick leave in any year. Paid sick time does not count towards the calculation of overtime.

Employees who are rehired within nine (9) months of separation will have their prior bank of unused paid sick time reinstated.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: ARIZONA POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 2.0**

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### Notice

Notice may be given orally or in writing. If the need for paid sick leave is foreseeable, the employee must provide reasonable advance notification. If the need for paid sick leave is unforeseeable, the employee must provide notice of the need for the leave as soon as practicable. When possible, your notification should include the expected duration of the absence.

### Documentation

Where sick leave is used on three or more consecutive work days, the Company may require reasonable documentation that the leave was used for purposes permitted by Arizona law.

Reasonable documentation includes documentation signed by a health care professional indicating that the sick leave is necessary. In the case of domestic violence, sexual violence, abuse, or stalking, the following documents are considered reasonable:

- A police report indicating that you or your family member was a victim of domestic violence, sexual violence, abuse, or stalking.
- A protective order, injunction against harassment, general court order, or other evidence from a court or prosecuting attorney that you or your family member appeared, or is scheduled to appear, in court in connection with an incident of domestic violence, sexual violence, abuse, or stalking.
- A signed statement from a domestic violence or sexual violence program, or victim services organization, affirming that you or your family member is receiving services related to domestic violence, sexual violence, abuse, or stalking.
- A signed statement from a witness advocate affirming that you or your family member is receiving services related to domestic violence, sexual violence, abuse, or stalking.
- A signed statement from an attorney, member of the clergy, or a medical or other professional affirming that you or your family member is receiving services related to domestic violence, sexual violence, abuse, or stalking.
- A legible, written statement by you concerning you or your family member's status as a victim of domestic violence, sexual violence, abuse, or stalking that signals your identity and (if applicable) relationship to the family member.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: ARIZONA POLICIES**

**Policy Origin Date: 06/28/23**

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## **Payment Upon Termination**

Accrued paid sick leave carries over from year to year, but is subject to the accrual cap of forty (40) hours. Once the accrual cap is reached, paid sick leave will stop accruing until some paid sick leave is used. At the conclusion of each assignment, employees have the option of receiving a payout of any paid sick leave that accrued, but was not used, during the assignment. Employees who wish to exercise this option must do so in a written request to Human Resources within seven (7) days of the end of the assignment. Accrued but unused paid sick leave under this policy will not otherwise be paid out at separation of employment.

## **Reinstatement of Sick Leave Upon Rehire**

The Company will reinstate previously accrued, unused sick leave if you separate and are rehired within nine months.

## **Retaliation**

The Company will not retaliate against employees who request or take leave in accordance with this policy.

## **Complaints**

You have a right to file a complaint if you are denied sick leave or are subjected to retaliation. You are encouraged to notify the Company if you feel your rights have been violated. You may also contact, and file a complaint with, the Industrial Commission of Arizona at P.O. Box 19070, Phoenix, AZ 85005.

## **Voting Leave**

If your work schedule prevents you from voting on Election Day, Advantage Medical Professionals, LLC will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your assigned facility, consistent with applicable legal requirements. The time will be paid if it otherwise would have been work time.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: ARKANSAS POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 3.0**

**Effective: 06/28/23**

**Reviewed:**

**Revised:**

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### **Benefits**

#### **Bone Marrow and Organ Donation Leave**

Advantage Medical Professionals, LLC will provide eligible employees with up to 90 days of unpaid leave to serve as a bone marrow or organ donor.

All employees in Arkansas are eligible for bone marrow or organ donation leave; however, if you are eligible for leave under the federal Family and Medical Leave Act, you may not take leave under this policy. To request leave under the policy, provide reasonable written notice of the need for leave to your Recruiter or Staffing Manager.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Crime Victim Leave**

Advantage Medical Professionals, LLC will provide employees who are the victim, or the representative of a victim, of a violent crime or sex offense with time off to:

- Participate, at the prosecuting attorney's request, in the preparation of a criminal justice proceeding relating to the crime; or
- Attend a criminal justice proceeding if attendance is reasonably necessary to protect the interests of the victim.

You will be eligible for time off if you are:

- The victim of the violent crime (felony resulting in physical injury to the victim or involving the use of a deadly weapon, terroristic threatening, and stalking) or sex offense at issue in the proceedings;
- A minor who is a victim of kidnapping, false imprisonment, permanent detention, or restraint;
- The victim's spouse, child by birth or adoption, stepchild, parent, stepparent, or sibling; or
- An individual designated by the victim or by a court in which the crime is being, or could be prosecuted.

Time off under this policy will be unpaid; however if you are classified as exempt you may be paid as required by applicable federal or state law. If you are accountable for the crime or a crime arising from the same conduct, you will not be eligible for leave under this policy.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: ARKANSAS POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 3.0**

**Effective: 06/28/23**

**Reviewed:**

**Revised:**

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The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Immediate Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Voting Leave**

If your work schedule prevents you from voting on Election Day, Advantage Medical Professionals, LLC will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your Immediate Manager, consistent with applicable legal requirements.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CALIFORNIA POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 4.0**

**Effective: 06/28/23**

**Reviewed:**

**Revised: 12/04/23**

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### **Hiring and Orientation Policies**

#### **Accommodations for Victims of Crime or Abuse**

Advantage Medical Professionals, LLC will provide reasonable accommodations to employees who are the victims of domestic violence, sexual assault, or stalking who request an accommodation for their safety while at work, provided the accommodation does not create an undue hardship on the Company.

Reasonable accommodations may include the implementation of safety measures such as:

- A transfer, reassignment, or modified schedule.
- A change in telephone number or workstation, or installed lock.
- Assistance in documenting domestic violence, sexual assault, stalking, or other crime that occurs in the workplace.
- An implemented safety procedure or other adjustment to a job structure, workplace facility, or work requirement in response to domestic violence, sexual assault, stalking, or other crime.
- Referral to a victim assistance organization.

Upon receiving a request, the Company will engage in a timely, good faith, and interactive process with you to determine effective reasonable accommodations.

If you no longer need an accommodation, you must notify the Company that the accommodation is no longer needed. If circumstances change and you need a new accommodation, you must request one.

#### **Certification**

When requesting a reasonable accommodation, you will be asked to submit a signed, written statement certifying that the accommodation is for an authorized purpose. You may also be asked to provide documentation that demonstrates your status as a victim of domestic violence, sexual assault, stalking, or ongoing circumstances related to the crime or abuse, such as:

- A police report showing that you were a victim.
- A court order protecting you from the perpetrator or other evidence from the court or prosecuting attorney that you appeared in court.
- Documentation from a medical professional, domestic violence counselor, sexual assault counselor, victim advocate, health care provider, or counselor showing that your absence was due to treatment for injuries from the crime or abuse.
- Any other form of documentation that reasonably verifies that the crime or abuse occurred

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: CALIFORNIA POLICIES

Policy Origin Date: 06/28/23

Policy No.: SS 4.0

Effective: 06/28/23

Reviewed:

Revised: 12/04/23

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### Unpaid Leave

If you are a victim, the Company will also provide you with unpaid leave to obtain or attempt to obtain any relief, including, but not limited to, a temporary restraining order, restraining order, or other injunctive relief, to help ensure the health, safety, or welfare of you or your child.

For purposes of unpaid leave, **victim** includes:

- A victim of stalking, domestic violence, or sexual assault.
- A victim of a crime that has caused physical injury, or mental injury and a threat of physical injury.
- A person whose immediate family member is deceased as the direct result of a crime.

**Crime** means a crime or public offense anywhere that would constitute a misdemeanor or a felony if the crime had been committed in California by a competent adult, regardless of whether any person is arrested or prosecuted for, or convicted of, committing the crime.

**Immediate family member** means:

- Your spouse or domestic partner.
- Your child, which includes, regardless of age, a biological, adopted, or foster child; stepchild or legal ward; the child of your domestic partner; a child to whom you stand in loco parentis; or a person to whom you stood in loco parentis when the person was a minor.
- Your (or your spouse's or domestic partner's) biological, adoptive, or foster parent, stepparent, or legal guardian, or a person who stood in loco parentis of you or your spouse or domestic partner when you or they were a minor child.
- Your biological, foster, or adoptive sibling, step-sibling, or half-sibling.
- Any other individual whose close association with you is the equivalent of a family relationship described above.

You may use available vacation, personal leave, accrued paid sick leave, or compensatory time off for your leave unless you are covered by a collective bargaining agreement that states otherwise.

### Notice

You must provide reasonable advance notice of your intent to take leave for the above reasons unless advance notice is not feasible. If an unscheduled absence occurs, you must provide the following documentation within a reasonable amount of time after your absence:

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: CALIFORNIA POLICIES**

**Policy Origin Date: 06/28/23**

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**Revised: 12/04/23**

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- A police report indicating that you were a victim;
- A court order protecting or separating you from the perpetrator of the crime or abuse, or other evidence from the court or prosecuting attorney stating that you have appeared in court; or
- Documentation from a licensed medical professional, domestic violence counselor, sexual assault counselor, victim advocate, licensed health care provider, or counselor stating that you were undergoing treatment or receiving services for physical or mental injuries or abuse resulting from the crime or abuse.

### **Confidentiality**

The Company will maintain the confidentiality of anyone requesting time off or requesting an accommodation under this policy, except as required by federal or state law or as necessary to protect your safety in the workplace.

### **Retaliation**

The Company will not retaliate against employees for their status as a victim of crime or abuse or for requesting or taking leave or a reasonable accommodation in accordance with this policy.

## **EEO Statement and Nonharassment Policy**

### **Equal Opportunity Statement**

Advantage Medical Professionals, LLC is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of unlawful harassment, discrimination, or retaliation based on an individual's race (including, but not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, reproductive health decision-making, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender (including gender identity and gender expression), age (40 years and over), sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, off-duty and off-premises use of cannabis, or any other status protected by federal, state, or local laws. The Company is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.



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The Company will conduct a confidential, prompt, and thorough investigation of all allegations of discrimination, harassment, retaliation, or any violation of the Equal Employment Opportunity Policy. The Company will take appropriate corrective and remedial action, if and where warranted. The Company prohibits retaliation against any employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your Immediate Manager or any other designated member of management.

### **Policy Against Workplace Harassment**

Advantage Medical Professionals, LLC has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's race (including, but not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, reproductive health decision-making, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender (including gender identity and gender expression), age (40 years and over), sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, off-duty and off-premises use of cannabis, or any other status protected by federal, state, or local laws.

This policy protects all applicants and employees (including managers and supervisors) from unlawful harassment and discrimination. This includes harassment by employees, managers, supervisors, contractors, interns, volunteers, vendors, suppliers, and customers. In addition, this policy extends to conduct connected with an individual's work, even when the conduct takes place away from the workplace, such as a business trip or business-related social function.

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### Harassment

**Harassment** means disrespectful or unprofessional conduct, including disrespectful or unprofessional conduct based on an individual's race (including, but not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, reproductive health decision-making, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender (including gender identity and gender expression), age (40 years and over), sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, off-duty and off-premises use of cannabis, or any other status protected by federal, state, or local laws.

While it is not possible to list all the circumstances that may constitute other forms of workplace harassment, some examples of conduct that may constitute workplace harassment include:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above-protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility toward an individual or group because of one of the above-protected categories and that is placed on walls, bulletin boards, or elsewhere on our premises, in emails or voicemails, or otherwise circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance toward any select group.

### Sexual Harassment

**Sexual harassment** means harassment based on sex or conduct of a sexual nature and includes harassment based on sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, or gender expression. It may include all of the actions described above as harassment, as well as other unwelcome sex-based conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities, or other verbal or physical conduct of a sexual nature. Sexually harassing conduct need not be motivated by sexual desire and may include situations that began as reciprocal relationships, but that later cease to be reciprocal.

Sexual harassment is generally categorized into the following two types:

- Quid pro quo sexual harassment ("this for that"), which includes:
  - Submission to sexual conduct when made explicitly or implicitly a term or condition of an individual's employment.
  - Submission to or rejection of the conduct by an employee when used as the basis for employment decisions affecting the employee.

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- Hostile work environment sexual harassment is conduct of a sexual nature or on the basis of sex by any person in the workplace that unreasonably interferes with an employee's work performance and/or creates an intimidating, hostile, or otherwise offensive working environment. Examples include:
  - Unwelcome sexual advances, flirtation, teasing, sexually suggestive or obscene letters, invitations, notes, emails, voicemails, or gifts.
  - Sex, gender, or sexual orientation-related comments, slurs, jokes, remarks, or epithets.
  - Leering, obscene or vulgar gestures, or sexual gestures.
  - Displaying or distributing sexually suggestive or derogatory objects, pictures, cartoons, or posters or any such items.
  - Impeding or blocking movement, unwelcome touching, or assaulting others.
  - Any sexual advances that are unwelcome as well as reprisals or threats after a negative response to sexual advances.
  - Conduct or comments consistently targeted at one gender, even if the content is not sexual.

### Retaliation

**Retaliation** means any adverse employment action taken against an employee because the employee engaged in activity protected under this policy. Protected activities may include, but are not limited to, reporting or assisting in reporting suspected violations of this policy and/or cooperating in investigations or proceedings arising out of a violation of this policy.

**Adverse employment action** is conduct or an action that materially affects the terms and conditions of the employee's employment status or is reasonably likely to deter the employee from engaging in protected activity. Even actions that do not result in a direct loss of compensation may be regarded as an adverse employment action when considered in the totality of the circumstances.

Examples of retaliation under this policy include, but are not limited to: demotion, suspension, reduction in pay, denial of a merit salary increase, failure to hire or consider for hire, refusing to promote or consider for promotion because of reporting a violation of this policy, harassing another employee for filing a complaint, denying employment opportunities because of making a complaint or cooperating in an investigation, changing someone's work assignments for identifying harassment or other forms of discrimination in the workplace, treating people differently such as denying an accommodation, not talking to an employee when otherwise required by job duties, or otherwise excluding the employee from job-related activities because of engagement in activities protected under this policy.

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### *Reporting Discrimination, Harassment, and/or Retaliation*

If you feel that you have witnessed or have been subjected to any form of discrimination, harassment, or retaliation, immediately notify Tori Chenevert, HR Director, 504-888-8118, [tori@ampstaffing.com](mailto:tori@ampstaffing.com), or any member of management.

The Company prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate corrective and/or remedial action where we find a claim has merit. If the Company begins an investigation, we will endeavor to conduct the investigation in a timely manner and will keep the investigation confidential to the extent possible. In the same way, anyone involved in an investigation of harassment has an obligation to keep all information about the investigation confidential. That is why the Company will only share information about a complaint of harassment with those who need to know about it. Failure to keep information about an investigation confidential may result in disciplinary action. Investigations will be documented and tracked for timely resolution.

When the investigation has been completed, the Company will normally communicate the results of the investigation to the complaining individual, to the alleged harasser, and, if appropriate, to others who are directly involved. If our policy against harassment is found to have been violated, appropriate corrective action, up to and including termination, will be taken against the harasser so that further harassment will be prevented. Both the rights of the alleged harasser and the complainant will be considered in any investigation and subsequent action.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the Company determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Company may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Company will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

In addition to our internal complaint procedure, employees may also contact either the Equal Employment Opportunity Commission (EEOC) or the California Civil Rights Department (CRD) to report unlawful harassment. You must file a complaint with the CRD within three years of the alleged unlawful action. The EEOC and the CRD serve as neutral factfinders and will attempt to assist the parties to voluntarily resolve their disputes. For more information, contact the Office of Human Resources or the nearest EEOC or CRD office.

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### **Filing of Complaints Outside Company**

You may file formal complaints of discrimination, harassment, or retaliation with the agencies listed below. Contact these agencies directly for more information about filing processes.

California Civil Rights Department

2218 Kausen Drive, Suite 100

Elk Grove, CA 95758

Voice: 800-884-1684

TTY: 800-700-2320

California Relay Service: 711

Email: [contact.center@dfeh.ca.gov](mailto:contact.center@dfeh.ca.gov)

Main website: <https://www.calcivilrights.ca.gov>

Online sexual harassment training courses: <https://www.calcivilrights.ca.gov/shpt/>

U.S. Equal Employment Opportunity Commission

450 Golden Gate Avenue 5 West

P.O. Box 36025

San Francisco, CA 94102-3661

Phone: 800-669-4000

Fax: 415-522-3415

TTY: 800-669-6820

ASL Video Phone: 844-234-5122

<https://www.eeoc.gov/field-office/sanfrancisco/location>

## **Wage and Hour Policies**

### **Accommodations for Nursing Mothers**

Advantage Medical Professionals, LLC is required by law to provide requesting employees who are nursing mothers with certain accommodations to express milk. Accordingly, the Company will provide nursing mothers with:

- Reasonable break time to express milk for their infant child each time the mother has the need to express milk; and
- A private room or other location, other than a restroom, in close proximity to their work area that is shielded from view and free from intrusion, to express breast milk.

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### Requesting Accommodation

If you have the need for accommodation, contact your Immediate Manager. If the Company cannot provide break time or a location that complies with the above, the Company will provide you with a written response.

### Break Times

Regarding break times, employees may use regular paid rest breaks or may take other reasonable break time when needed. If possible, the break time should run concurrently with scheduled meal and rest breaks already provided to you. If the break time cannot run concurrently with meal and rest breaks already provided or additional time is needed, break times will be unpaid except where federal or state law dictates otherwise.

### Lactation Room or Location

The provided lactation room or location will:

- Be safe, clean, and free of hazardous materials.
- Contain a surface to place a breast pump and personal items.
- Contain a place to sit.
- Have access to electricity or alternative devices, including, but not limited to, extension cords or charging stations, needed to operate an electric or battery-powered breast pump.

Multipurpose rooms may be used as lactation space if they satisfy the above requirements; however, use of the room for lactation purposes must take priority over other uses.

### Milk Storage

Milk storage policies and procedures are determined by the facility the employee is assigned to.

### Retaliation

The Company will not retaliate against employees who request or obtain an accommodation in accordance with this policy.

### Right to File Complaint

If you feel the Company is not providing you with adequate break time and/or a place to express milk as provided for in Labor Code § 1030, you may file a report/claim with the Labor Commissioner's Bureau of Field Enforcement (BOFE) at the BOFE office nearest your place of employment. The complaint must be filed within three years of the alleged unlawful action.

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In addition, if you believe you have been a victim of retaliation for either asserting a right to lactation accommodation or for complaining to the Labor Commissioner about the failure of the Company to provide

this accommodation, you may file a retaliation claim with the Labor Commissioner's Office pursuant to Labor Code § 98.7. This claim must be filed within six months of the alleged retaliation.

### **Meal and Rest Periods**

Advantage Medical Professionals, LLC strives to provide a safe and healthy work environment and comply with all federal and state regulations regarding meal and rest periods. Check with your Immediate Manager regarding procedures and schedules for meal and rest periods.

The Company requests that employees observe and accurately record meal periods in time and attendance records. If you know in advance that you may not be able to take an uninterrupted scheduled meal or rest period, let your Immediate Manager know; in addition, notify your Immediate Manager as soon as possible if you were unable to take or were prohibited from taking an uninterrupted scheduled meal or rest period.

Meal and rest periods are intended to provide employees with an opportunity to be away from work, and employees are not permitted to perform any work during meal and rest periods.

### **Meal Periods**

Employees who work more than five (5) hours in a workday are provided an unpaid, off-duty meal period of at least thirty (30) minutes. If six (6) hours of work will complete the day's work, they may voluntarily waive their meal period in writing. See Human Resources to sign and submit a form that waives this right to a meal period (for working no more than six (6) hours in a day). Employees who work more than ten (10) hours in a day are entitled to a second unpaid, off-duty 30-minute meal period. The employee can waive his or her second meal period, but only if the first one was not waived in any manner. Any waiver of the second meal period must be in writing. The employee may revoke this waiver at any time by providing the Company at least one day's written notice. See Human Resources to sign and submit a form that waives this right to a second meal period, as explained above.

Employees are responsible for scheduling their own meal period, but it should begin no later than the end of the fifth hour of work. For example, an employee who begins working at 8 a.m. must begin his or her meal period no later than 1:00 p.m. Employees entitled to a second meal period should schedule it so it begins no later than the end of their tenth hour of work. When scheduling meal periods, employees should try to anticipate their workflow

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and deadlines. Employees are encouraged to take their meal periods; they are not expected to work during their meal periods.

During a meal period, employees are relieved of all duties and should not work during this time. When taking a meal period, employees should completely stop working for at least thirty (30) continuous minutes.

Employees are prohibited from working "off the clock" during their meal period. Those employees who use a time clock must clock out for their meal periods. Employees are expected to clock back in and promptly return to work at the end of any meal period. Employees who record their time manually must accurately record their meal periods by recording the beginning and end of each work period. Unless otherwise directed by Human Resources in writing, approval from or notification to Human Resources when taking a meal period is not required.

### *Rest Periods*

Non-exempt employees who work at least three and one half (3½) hours per day are provided one (1) 10- minute rest break for every four hours or major fraction thereof worked. For purposes of this policy, "major fraction" means any time greater than two (2) hours. For example, if an employee works more than six hours, but no more than ten (10) hours in a workday, he or she is provided and should take two (2) 10- minute rest breaks: one during the first half of the shift and a second rest break during the second half of the shift. If an employee works more than ten (10) hours but no more than fourteen (14) hours in a day, he or she is provided and should take three (3) 10-minute rest breaks, and so on.

Employees are encouraged to take their rest breaks; they are not expected to and should not work during their rest breaks. Non-exempt employees are paid for all rest break periods. Accordingly, employees should not clock out when taking a rest break.

Rest breaks should be taken as close to the middle of each work period as is practical. Rest breaks must be ten uninterrupted, continuous minutes. In the event your rest break is interrupted, you must be provided and should take a full, continuous 10-minute rest break at the next reasonable opportunity.

Rest breaks may not be combined with one another, or with a meal period, or used to leave work early.



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### General Requirements for Rest Breaks and Meal Periods.

All rest breaks and meal periods must be taken outside employees' work areas. Employees should not visit or socialize with employees who are working while taking their rest break or meal period. Employees may leave the premises during meal periods but must be able to return to their workstation on time. Employees are required to notify Human Resources immediately if they believe they are being pressured or coerced by any manager, supervisor, or other employee to forego any portion of a provided rest break or meal period.

Summary Chart. Below is a chart that summarizes the rest breaks and meal periods provided to employees:

#### **Total Hours of Work in the Day**

Up to 3 hours, 29 minutes  
From 3 hours, 30 minutes to 5 hours  
From 5 hours, 1 minute to 6 hours

From 6 hours, 1 minute to 10 hours  
From 10 hours, 1 minute to 14 hours

More than 14 hours

#### **Rest Breaks and/or Meal Periods**

No Breaks  
One 10-minute paid rest break  
One 10-minute paid rest break and one 30- minute unpaid meal period (unless the meal period is mutually waived in writing)  
Two 10-minute paid rest breaks and one 30- minute unpaid meal period  
Three 10-minute paid rest breaks and two 30- minute unpaid meal periods (second meal period may be mutually waived in writing, as long as first meal period was taken)  
Four 10-minute paid rest breaks and two 30- minute unpaid meal periods (second meal period may be mutually waived in writing, as long as first meal period was taken)

#### **One Day Rest in Seven**

In accordance with California law, nonexempt employees are generally permitted, on average, one day of rest for every seven days of work depending upon scheduling and business needs as well as availability and interest in additional hours of work.

#### **Overtime**

When operating requirements or other needs cannot be met during regular working hours, employees will be required to work overtime assignments. All overtime work must receive prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Any non-exempt employee who works overtime will be compensated in accordance with state and federal overtime requirements. For all hours worked in excess of eight (8) hours in one day or forty (40) hours in one week, or for the first eight (8) hours on the seventh consecutive day in the same workweek, employees will be paid at one and one-half (1½) times their regular rate of pay. Employees will be paid double-time for hours worked in excess of twelve (12) in any workday or in excess of eight (8) on the seventh consecutive day of the workweek. There may be exceptions to these standards where allowed by law.

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Overtime pay is based on actual hours worked. Vacations, holidays, sick days, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from Staffing Coordinator/Recruiter/Travel Manager may result in disciplinary action, up to and including possible termination of employment.

Note: Different overtime standards may apply to those employees assigned to a work unit that is operating under an alternative workweek schedule that has been adopted and instituted in accordance with California law.

If employees have any questions regarding this policy, they should contact the Human Resources Department.

### Benefits

#### Bereavement Leave

Advantage Medical Professionals, LLC will provide eligible employees up to five days of unpaid bereavement leave in accordance with the California Fair Employment and Housing Act.

#### Eligibility

To be eligible for bereavement leave, you must be employed by the Company for at least 30 days prior to the start of leave.

#### Reasons for Leave

Eligible employees may take bereavement leave for the death of a family member. As used in this policy:

- **Family member** means your child, parent, grandparent, grandchild, sibling, spouse, or domestic partner.
- **Child** means a biological, adopted, or foster child; a stepchild; a legal ward; a child of a domestic partner; or a person to whom you stand in loco parentis.
- **Parent** means a biological, foster, or adoptive parent; a parent-in-law; a stepparent; a legal guardian; or other person who stood in loco parentis to you when you were a child.
- **Sibling** means a person related to another person by blood, adoption, or affinity through a common legal or biological parent.

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### *Use of Leave*

Eligible employees will be provided up to five days of unpaid bereavement leave in the event of the death of a family member.

The five days of bereavement leave do not have to be taken consecutively. Bereavement leave must be completed within three months of the date of the family member's death.

You may elect to use any accrued vacation time or other accrued paid time off that you are eligible to take during the otherwise unpaid bereavement leave.

Bereavement leave will run concurrently with other federal/state laws where permitted by law.

### *Notice*

If your need for leave is foreseeable, provide as much advance notice as possible. If unforeseeable, provide notice as soon as practical.

You may be required to provide reasonable documentation of your need for leave. This may include a death certificate, a published obituary, or written verification of death, burial, or memorial services from a mortuary, funeral home, burial society, crematorium, religious institution, or government agency. This documentation must be provided within 30 days of your first day of leave.

All information received by the Company regarding your request for bereavement leave will be treated as confidential and will not be disclosed except to internal personnel or counsel, as necessary, or as required by law.

### *Retaliation*

The Company will not retaliate against employees who request or take leave in accordance with this policy.

## **Bone Marrow and Organ Donation Leave**

Advantage Medical Professionals provides eligible employees up to 30 days in a 12-month period of paid leave to donate an organ to another person, and up to five days in a 12-month period of paid leave to donate bone

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marrow to another person. An additional unpaid leave of up to thirty business days in a 12- month period may be granted to an employee donating an organ.

To be eligible, employees must have been employed with the company for 90 days immediately preceding the commencement of leave. Additionally, the company may require written certification that the employee is a bone marrow or organ donor, and that the procedure is medically necessary.

Employees will be required to use up to five days of their accrued paid time off for leave under this policy to donate bone marrow, and up to two weeks of their accrued paid time off for leave to donate an organ.

Employees requesting leave under this policy should comply with the following requirements:

1. Employees should request leave under this policy with as much advanced notice as practicable.
2. In support of their request for leave under this policy, employees should provide written certification that they are organ or bone marrow donors and that there is a medical necessity for the donation.
3. During leave under this policy the company will maintain coverage for employees and their family members who participate in the company's group health plan on the same terms as if the employees had continued to work. If applicable, employees should make arrangements to pay their share of health plan premiums while on leave. In some instances, the company may recover premiums it paid to maintain health coverage or other benefits for employees and their families. Use of leave under this policy will not result in the loss of any employment benefit that accrued prior to the start of the leave. Employees should consult the applicable plan document for all information regarding eligibility, coverage, and benefits.
4. Upon returning from leave under this policy, employees will typically be restored to their positions, or to equivalent positions, with equivalent pay, benefits, and other employment terms and conditions.

Employees with questions regarding this policy should contact Human Resources.

### **California Family Rights Act (CFRA) Leave**

Advantage Medical Professionals, LLC provides unpaid family and medical leave to eligible employees in accordance with the California Family Rights Act (CFRA).

**Eligibility** - To be eligible for CFRA leave:

- You must have been employed for at least 12 months (52 weeks) with the Company prior to beginning CFRA leave; and
- You must have worked for the Company for at least 1,250 hours during the 12-month period immediately before the leave is to start (with exception).

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### Reasons for Leave

You may take CFRA leave for the following reasons:

- The birth, adoption, or foster care placement of a child.
- To care for your own or your family member's serious health condition (not including disability due to pregnancy, childbirth, or related medical conditions).
- A qualifying exigency related to your spouse, domestic partner, child, or parent who is a military member on covered active duty or called to covered active-duty status (or has been notified of an impending call or order to covered active duty).

As used in this policy:

- **Family member** means your child, parent, grandparent, grandchild, sibling, spouse, domestic partner, or designated person.
- **Child** means a biological, adopted, or foster child; a stepchild; a legal ward; a child of a domestic partner; or a person to whom you stand in loco parentis.
- **Designated person** means any person related to you by blood or whose association to you is the equivalent of a family relationship.
- **Parent** means a biological, foster, or adoptive parent; a parent-in-law; a stepparent; a legal guardian; or other person who stood in loco parentis to you when you were a child.
- **Sibling** means a person related to another person by blood, adoption, or affinity through a common legal or biological parent.

You may identify your designated person at the time you request CFRA leave. You will be limited to making this designation once per 12-month period for purposes of CFRA leave.

### Leave Usage

Eligible employees may take up to 12 workweeks of leave per leave year. For purposes of this policy, the leave year is a rolling 12-month period that is measured backward from the date any CFRA leave is used.

You may elect to use any accrued vacation time or other accrued paid time off that you are eligible to take during the otherwise unpaid portion of the CFRA leave. You also may elect to use any accrued sick leave that you are eligible to take during the otherwise unpaid portion of CFRA leave if the CFRA leave is for your own serious health condition, a qualifying exigency, or any other reason mutually agreed to between you and the Company.

CFRA leave will run concurrently with other federal/state laws where permitted by law.

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### *Intermittent Leave*

When medically necessary, leave may be taken on an intermittent or a reduced work schedule.

### *Notice*

If the need for leave is foreseeable (such as the birth of a child or planned medical treatment), you must provide reasonable advance notice and make a reasonable effort to schedule leave so that it will not unduly disrupt Company operations. If unforeseeable, provide notice as soon as practical. Notice should include the anticipated timing and duration of the leave.

Failure to comply with these notice rules is grounds for, and may result in, deferral of the request for leave until you comply with the notice requirement.

### *Certification*

Where leave is requested for your own or a covered family member's serious health condition, the Company may require you to provide certification from your own or the Company's health care provider.

If leave is for your own serious health condition, certification must include:

- The date when the serious health condition began.
- The probable duration of the condition.
- A statement that, due to the serious health condition, you are unable to perform the function of your position.

If leave is for a covered family member's serious health condition, certification must include:

- The date when the serious health condition began.
- The probable duration of the condition.
- An estimate of the amount of time that the health care provider believes you are needed to care for the family member.
- A statement that the family member's serious health condition requires you to provide care during the period of treatment or supervision.

The Company may require subsequent recertification of your own serious health condition if additional leave is required.

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If the Company has reason to doubt the validity of the certification provided, the Company may require, at its own expense, that you obtain a second opinion from a health care provider designated or approved by the Company. If the second opinion differs from the original certification, the Company may again require, at its own expense, that you obtain a third opinion from a different health care provider designated or approved jointly by you and the Company. The third opinion will be considered final and binding.

### *Return to Work*

If you take leave for your own serious health condition, you must obtain certification from your health care provider that you are able to resume work.

Reinstatement

Upon return to work at the end of leave, you will be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken. You may not, however, be entitled to discretionary raises, promotions, bonus payments, or other benefits that become available during the period of leave.

### *Benefits*

If the Company provides you with health benefits under a group health plan, the Company will maintain and pay for your health coverage for up to 12 weeks at the same level and under the same conditions as coverage would have been provided if you had not taken CFRA leave.

### *Failure to Return to Work*

If you fail to return to work or fail to request an extension of leave prior to the expiration of the leave, you will be considered to have voluntarily terminated your employment. If you fail to return from leave, the Company may require reimbursement of the health insurance premiums paid during the leave under certain circumstances.

### *Retaliation*

The Company will not retaliate against employees who request or take leave in accordance with this policy.

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### **Crime Victim Leave**

An employee who is a victim of a crime, or whose immediate family member, including an employee's registered domestic partner, or the child of a registered domestic partner is a victim of a crime, including but not limited to, any form of domestic violence or sexual assault, may take unpaid leave, or when eligible use paid sick leave, to obtain a temporary restraining order, a restraining order, or other court assistance, or to seek medical attention, psychological counseling, shelter, domestic program or rape crisis center services, or safety planning or relocation assistance, in connection with the domestic violence, obtain relief to ensure the health, safety, or welfare for themselves or their child, or to attend judicial proceedings related to the crime. The employee must give the Company reasonable advance notice of the intention to take time off for any of the above purposes, by notifying his/her recruiter or satellite manager unless reasonable notice is not feasible. The employee should also provide the Company with a copy of the notice of any scheduled legal proceeding or certification, if available.

### **Disability Insurance**

If you are unable to work for at least eight days due to a non-work-related illness or injury, or a pregnancy-related disability, you may be eligible for disability insurance benefits. Disability insurance is a component of California's State Disability Insurance (SDI) program, which is administered by the California Employment Development Department (EDD) and is funded by workers through SDI payroll deductions.

Disability insurance provides eligible employees with up to 52 weeks of partial wage replacement benefits. Benefit amounts are based on a percentage of your wages paid during a specific 12-month base period, determined by the date your claim begins.

To apply for this benefit, you must provide written notice of the disability, including a doctor's certificate stating the nature of the disability and your expected date of return to work.

The SDI program does not create a right to a leave of absence, job protection, or job reinstatement.

You are responsible for filing your claim and other forms promptly and accurately with the EDD. To learn more about the SDI program, including eligibility requirements and benefits, or to make a claim for DI benefits, contact the EDD ([www.edd.ca.gov](http://www.edd.ca.gov)).

Advantage Medical Professionals, LLC will be notified that you have submitted a disability insurance claim.



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### **Jury Duty Leave**

Advantage Medical Professionals encourages all employees to accept their civic responsibilities, and as a good corporate citizen, the company supports employees in the performance of these duties. The company provides leave to eligible employees who are called to serve as jurors or who are summoned to appear as witnesses in a judicial proceeding, pursuant to a subpoena or other court order.

Employees should notify the company as soon as practicable of the need for leave under this policy when they are called to jury service or summoned to witness duty, including providing appropriate documentation.

Nonexempt employees may use accrued, unused paid time off (including [vacation/paid time off]) for leave taken under this policy. The notice and eligibility requirements for any such paid time off will generally apply to an employee's request for use of paid time off under this policy.

Employees requesting leave under this policy should comply with the following requirements:

1. On receiving a jury summons, subpoena or other court order requiring appearance in a judicial proceeding as a witness, the employee should notify his or her recruiter. Employees should submit appropriate documentation, including a copy of the jury summons, subpoena, or other court order as soon as practicable.
2. An employee who is released from jury service or witness duty before the end of his or her regularly scheduled shift is expected to call his or her recruiter as soon as possible and report to work if requested.

### **Leave for Victims of Crime or Abuse**

Advantage Medical Professionals, LLC provides employees who are victims of crime or abuse with unpaid leave to:

- Seek medical attention for injuries caused by the crime or abuse.
- Obtain services from a domestic violence shelter or program, rape crisis center, or victim services organization or agency as a result of the crime or abuse.
- Obtain psychological counseling or mental health services related to the experience of crime or abuse.
- Participate in safety planning and take other actions to increase safety from future crime or abuse, including temporary or permanent relocation.

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**Victim** includes:

- A victim of stalking, domestic violence, or sexual assault.
- A victim of a crime that caused physical injury or that caused mental injury and a threat of physical injury.
- A person whose immediate family member is deceased as the direct result of a crime.

**Crime** means a crime or public offense anywhere that would constitute a misdemeanor or a felony if the crime had been committed in California by a competent adult, regardless of whether any person is arrested or prosecuted for, or convicted of, committing the crime.

**Immediate family member** means:

- Your spouse or domestic partner.
- Your child, which includes, regardless of age, a biological, adopted, or foster child; stepchild or legal ward; the child of your domestic partner; a child to whom you stand in loco parentis; or a person to whom you stood in loco parentis when the person was a minor.
- You, or your spouse's or domestic partner's, biological, adoptive, or foster parent, stepparent, or legal guardian, or a person who stood in loco parentis of you or your spouse or domestic partner when you/they were a minor child.
- Your biological, foster, or adoptive sibling, step-sibling, or half-sibling.
- Any other individual whose close association with you is the equivalent of a family relationship described above.

You must provide reasonable advance notice of your intention to take leave for the above reasons unless advance notice is not feasible. If an unscheduled absence occurs, you must provide the following documentation within a reasonable amount of time after your absence:

- A police report indicating that you were a victim;
- A court order protecting or separating you from the perpetrator of the crime or abuse, or other evidence from the court or prosecuting attorney stating that you have appeared in court;
- Documentation from a licensed medical professional, domestic violence counselor, sexual assault counselor, licensed health care provider, or counselor stating that you were undergoing treatment for physical or mental injuries or abuse resulting from the crime or abuse; or
- Any other form of documentation that reasonably verifies that the crime or abuse occurred, including but not limited to a written statement signed by you, or an individual acting on your behalf, certifying that the absence is for an authorized purpose.

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You may use available vacation, personal leave, accrued paid sick leave, or compensatory time off for your leave unless you are covered by a collective-bargaining agreement that states otherwise.

Leave under this policy will run concurrently with other types of leave where permitted under applicable law.

The Company will maintain the confidentiality of anyone requesting time off under this policy, except as required by federal or state law or as necessary to protect your safety in the workplace.

The Company will not retaliate against a victim of crime or abuse for requesting or taking leave in accordance with this policy.

### **Military Spouse Leave**

Advantage Medical Professionals, LLC provides up to 10 days of job-protected, unpaid leave to employees who are the spouse or registered domestic partner of a military member who is home on leave during a period of military deployment.

To be eligible for military spouse leave you must:

- Work an average of 20 or more hours per week; and
- Be the spouse or registered domestic partner of a member of the Armed Forces, National Guard, or Reserves who is on leave from deployment during a period of military conflict.

Notify your Immediate Manager of your need for leave within two business days from the day you receive official notice that your spouse or registered domestic partner will be on leave from deployment. You must also provide written documentation certifying that your spouse or registered domestic partner will be on leave from deployment during the time you are requesting leave.

You may elect to use any available paid time off for which you are eligible under Company policy for the purpose of taking military spouse leave, and such paid time off will run concurrently with the leave afforded under this policy.

The Company will not discriminate or retaliate against employees who request or take leave in accordance with this policy.

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### **Paid Family Leave Insurance**

California's Paid Family Leave (PFL) insurance program provides eligible employees with up to eight weeks of partial wage replacement in any 12-month period to take time off from work to:

- Bond with a new child (either by birth, adoption, or foster care placement);
- Care for a seriously ill family member (child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, or registered domestic partner); or
- Participate in a qualifying exigency related to the covered active duty, or call to covered active duty, of your spouse, domestic partner, child, or parent in the U.S. Armed Forces.

The 12-month period begins on the day a claim is submitted.

PFL insurance is funded entirely by workers through state disability insurance (SDI) payroll deductions. If you are currently receiving benefits from SDI or workers' compensation insurance, you may not be eligible to receive PFL benefits. The California PFL insurance program does not create a right to a leave of absence, job protection, or job reinstatement.

The PFL insurance program makes benefits available to eligible employees through the California Employment Development Department (EDD). Apply for PFL insurance directly with the EDD. Contact the EDD for information on eligibility or to obtain a claim form. Medical and other documentation may be required.

### **Paid Sick Leave**

Advantage Medical Professionals, LLC provides paid sick and safe leave to all eligible employees in accordance with California's Healthy Workplaces, Healthy Families Act.

#### **Eligibility**

All employees who have worked in California for at least 30 days within a year after beginning employment are entitled to earn sick and safe leave.

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### Reasons for Leave

Sick and safe leave may be taken for the following reasons:

- The diagnosis, care, or treatment of an existing health condition, or preventive care for you or your family member.
- If you are a victim of domestic violence, sexual assault, or stalking, to:
  - Seek legal or equitable relief to help ensure the health, safety, and welfare of you or your child (e.g. a restraining order).
  - Seek medical attention caused by domestic violence, stalking, or sexual assault.
  - Obtain services from a domestic violence shelter, domestic violence program, rape crisis center, or victim services organization or agency.
  - Obtain psychological counseling (including mental health services).
  - Participate in safety planning and take other actions to increase safety from future domestic violence, assault, or stalking, including temporary or permanent relocation.

Family member means:

- Your children (including biological, adopted, or foster children; stepchildren; legal wards; children of a domestic partner; or children to whom you stand in loco parentis).
- Your spouse or registered domestic partner.
- Your parents or your spouse's or registered domestic partner's parents (including biological, adoptive, and foster parents; stepparents; legal guardians; or persons who stood in loco parentis when you, or your spouse or domestic partner, was a minor child).
- Your grandparents.
- Your grandchildren.
- Your siblings.

A person designated by you at the time you request paid sick and safe leave. You will be limited to making this designation once per 12-month period for purposes of paid sick and safe leave.

### Accrual and Usage

Eligible employees begin to accrue sick and safe leave upon employment [in California] at a rate of one hour for every 30 hours worked. You may not accrue more than 80 hours (10 days) of leave for any reason. If you are classified as exempt, you are presumed to work 40 hours per week, unless you are normally scheduled to work fewer than 40 hours, in which case sick leave accrues based on your normal schedule.

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### Accrual and Usage

You may begin using sick and safe leave on your 90th day of employment. Once you have accrued 80 hours of leave, you will not accrue any more leave until you use some. You may only use up to 40 hours (five days) of your available sick and safe leave per leave year. For the purposes of this policy, the leave year is the consecutive 12-month period beginning on January 1st and ending on December 31st. Paid sick and safe leave may be taken in no less than two-hour increments. You may not use more sick and safe leave than you have accrued or receive an advance of sick and safe leave that has not yet been accrued. Earned but unused sick and safe leave will carry over to the following leave year up to the 80-hour maximum accrual cap.

### Compensation

If you are nonexempt, you will be compensated for sick and safe leave at your regular rate of pay. If you are exempt, you will be compensated for sick and safe leave in the same manner as the Company calculates wages for other forms of paid leave time.

### Notice

If your need for leave is foreseeable, you must provide reasonable advance notice. If unforeseeable, provide notice as soon as practical. If known, notice should include the expected length of the absence.

### Documentation

The Company may request documentation verifying the appropriate use of leave.

### Payment upon Termination

At the conclusion of each assignment, employees have the option of receiving a payout of any paid sick leave that accrued, but was not used, during the assignment. Employees who wish to exercise this option must do so in a written request to Human Resources within seven (7) days of the end of the assignment. Accrued but unused paid sick leave under this policy will not otherwise be paid out at separation of employment.

### Reinstatement of Sick Leave upon Rehire

The Company will reinstate previously accrued, unused sick and safe leave if you separate and are rehired within one year.

### Interaction with Other Leave

Sick and safe leave will run concurrently with other types of leave when permitted under applicable law.

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### Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Pregnancy Disability Leave**

Employees who are disabled by pregnancy, childbirth or related medical conditions are eligible to take a pregnancy disability leave ("PDL"). If affected by pregnancy or a related medical condition, employees also are eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if such a transfer is medically advisable and can be reasonably accommodated. Employees disabled by qualifying conditions may also be entitled to other reasonable accommodations where doing so is medically necessary. In addition, if it is medically advisable to take intermittent leave or work a reduced leave schedule, the Company may require a temporary transfer to an alternative position with equivalent pay and benefits that can better accommodate recurring periods of leave.

### Eligibility

To be eligible for PDL, you must suffer from a pregnancy-related disability. A pregnancy-related disability is a physical or mental condition related to pregnancy or childbirth that prevents you from performing the essential duties of your job, or would cause undue risk to you or your pregnancy's successful completion.

Conditions for which PDL is available include, but are not limited to:

- Severe morning sickness.
- Prenatal or postnatal care.
- Doctor ordered bed rest.
- Gestational diabetes.
- Pregnancy-induced hypertension.
- Preeclampsia.
- Post-partum depression.
- Lactation conditions such as mastitis.
- Loss or end of pregnancy.
- Recovery from loss or end of pregnancy.

### Use of Leave

PDL may be taken before or after birth during any period of time (not to exceed four months) where you are physically unable to work due to your pregnancy-related disability. You may take PDL all at once or intermittently.

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Where applicable under state and federal law, employees who qualify and are entitled to take PDL may also be eligible for leave under the California Family Rights Act (CFRA) and the federal Family and Medical Leave Act (FMLA). PDL and FMLA run concurrently. CFRA leave will be counted separately from PDL. CFRA leave will also be counted separately from FMLA leave taken for pregnancy disability, childbirth, or related medical conditions. An additional 12 weeks of bonding leave may also be available to qualified individuals. Speak with your Immediate Manager about your eligibility for these leaves.

An employee is entitled to up to four (4) months of PDL, per pregnancy, while disabled by pregnancy, childbirth, or a related medical condition. PDL does not need to be taken in one continuous period of time but can be taken on an intermittent basis pursuant to the law. For purposes of this policy, “four months” means time off for the number of days the employee would normally work within the four calendar months (one-third of a year, or 17.3 weeks or 122 days) following the commencement date of taking a pregnancy disability leave.

For a full time, employee who works five (5) 8-hour days per week (forty hours per week), “four months” means 88 working and/or paid 8-hour days (693 hours of leave entitlement), based on an average of 22 working days per month for 17.3 weeks in four months times forty hours per week. Employees working a part-time schedule will have their PDL calculated on a pro-rata basis.

### *Notice and Leave Request Process*

#### *Foreseeable Need for Leave*

If the need for leave is foreseeable because of an expected birth/adoption or planned medical treatment, you must give at least 30 days' notice. If 30 days' notice is not practicable, give notice as soon as possible. You are expected to complete and return a leave request form prior to the beginning of leave. Failure to provide appropriate notice and/or complete and return the necessary paperwork will result in the delay or denial of leave.

#### *Unforeseeable Need for Leave*

If the need for leave is unforeseeable, provide notice as soon as practicable and possible under the facts of the particular case. Normal call-in procedures apply to all absences from work including those for which leave under this policy may be requested. Complete and return the necessary leave request form as soon as possible to obtain the leave. Failure to provide appropriate notice and/or complete and return the necessary paperwork on a timely basis will result in the delay or denial of leave.



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### Leave Request Process

To request leave under this policy, inform your Recruiter or Staffing Manager. If the need for leave is unforeseeable and you will be absent more than three days, contact your Recruiter or Staffing Manager by telephone or in writing.

### Call-In Procedures

In all instances of absence, follow the call-in procedures and standards established for giving notice of absence from work.

### Paid Leave Utilization During Pregnancy Leave

You will be required to use available sick leave during PDL; however, you may opt to use any available PTO during your PDL in order to receive compensation.

If you are on PDL for eight or more consecutive calendar days, you may be eligible for partial wage replacement benefits under the California State Disability Insurance (SDI) program. You are responsible for applying for these benefits and can obtain forms from your health care provider.

### Certification and Fitness for Duty Requirements

When requesting PDL, you must provide certification from a health care provider to qualify for leave. Such certification must be provided within 15 days of the request for leave unless it is not practicable under the circumstances despite your diligent efforts. Failure to provide certification may result in leave being delayed, denied, or revoked. At the discretion of the Company, you may also be required to obtain a second and third certification from another health care provider at Company expense (except for military care leave). Recertification of the continuance of a serious health condition or an injury/illness of a military service member will also be required at appropriate intervals.

Employees are required to obtain a certification from their health care provider regarding their need for pregnancy disability leave or the medical advisability of an accommodation or a transfer. The certification should include:

- 1) A description of the requested reasonable accommodation or transfer;
- 2) A statement describing the medical advisability of the reasonable accommodation or transfer because of pregnancy; and
- 3) The date on which the need for reasonable accommodation or transfer became or will become medically advisable and the estimated duration of the reasonable accommodation or transfer.

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A medical certification indicating disability necessitating a leave is sufficient if it contains:

- 1) A statement that the employee needs to take pregnancy disability leave because she is disabled by pregnancy, childbirth or a related medical condition;
- 2) The date on which the employee became disabled because of pregnancy; and
- 3) The estimated duration of the leave.

Upon request, Human Resources will provide a medical certification form that can be taken to a health care professional. As a condition of returning from PDL, employees must obtain a release to return to work from a health care provider stating that they are able to resume their original job duties with or without a reasonable accommodation.

### *Temporary Transfer and Other Accommodations*

If you are suffering from a pregnancy related disability, you are entitled to a temporary transfer to another position or other reasonable accommodation based on the pregnancy-related disability if you request the transfer or reasonable accommodation and the request is based on the medical certification of a health care provider that a transfer or reasonable accommodation is medically advisable, and the request can be reasonably accommodated by the Company. All employees who are transferred to accommodate a pregnancy-related disability have the same reinstatement and other rights described below with respect to pregnancy-related disability leaves.

The Company may also require you to transfer temporarily to an available alternative position with the same pay and benefits in order to accommodate your need for intermittent leave or a reduced work schedule.

### *Benefits*

If the Company provides you with health benefits under a group health plan, the Company will maintain and pay for your health coverage at the same level and under the same conditions as coverage would have been provided if you had not taken pregnancy disability leave. If you do not return to work at the end of your pregnancy disability leave, the Company may recover the payment for your premiums under certain circumstances.

### *Return to Work*

Employees who do not return to work on the originally scheduled return date or request in advance an extension of the agreed upon leave with appropriate medical documentation may be deemed to have voluntarily terminated employment with the Company. Failure to notify the Company of (1) the ability to return

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to work when it occurs or (2) continued absence from work because leave must extend beyond the maximum time allowed may be deemed a voluntary termination of employment with the Company, unless you are entitled to Family and Medical Leave or other leave pursuant to applicable law. Upon returning from PDL, employees will be reinstated to their same position, in most instances.

Taking PDL may impact certain of your benefits and your seniority date. For more information regarding eligibility for a leave and the impact of the leave on seniority and benefits, please contact Human Resources.

### *Failure to Return*

If you fail to return to work or fail to make a request for an extension of leave prior to the expiration of the leave, you will be deemed to have voluntarily terminated your employment.

### *Alternative Employment*

While on leave of absence, you may not work or be gainfully employed either for yourself or others unless express, written permission to perform such outside work has been granted by the Company. If you are on a leave of absence and are found to be working elsewhere without permission, you will be automatically terminated.

### *False Reason for Leave*

You will be terminated if you provide a false reason for a leave.

### *Retaliation*

The Company will not retaliate against employees who request or take leave in accordance with this policy.

## **School Disciplinary Leave**

Advantage Medical Professionals, LLC will provide eligible employees with unpaid leave, where permitted by law, to appear at their child's school if the child has been suspended and, for reasons specified in the California Education Code, they have been requested to attend a portion of a school day in the classroom of their child or ward.

### *Eligibility*

All employees who are the parent or guardian of a student are eligible for school disciplinary leave.

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### Notice

You must provide documentation from the school of your need to take school disciplinary leave.

### Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Voting Leave**

If your work schedule prevents you from voting on Election Day, Advantage Medical Professionals, LLC will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your Immediate Manager, consistent with applicable legal requirements.

### **Witness Leave**

If you are required by law to appear in court as a witness, you may take unpaid time off to do so, provided you give Advantage Medical Professionals, LLC reasonable advance notice.

## **Safety and Loss Prevention**

### **Heat Illness Prevention**

Advantage Medical Professionals, LLC is committed to complying with all applicable laws and ensuring that employees avoid heat illness while working outside. Heat illness may begin with mild symptoms and progress quickly to signs of serious and life-threatening illness. All employees who work outdoors and are

reasonably anticipated to be exposed to the risk of heat illness will be provided detailed training before starting work involving a risk of heat illness.

This policy ensures that employees working outdoors understand they are allowed and encouraged to take preventative cool-down rest periods in provided shaded areas whenever they feel the need to protect themselves from overheating.

You may also be asked to take a cool-down rest period if you are observed having any signs of heat illness. Access to shade is permitted at all times. Cool-down periods are not limited in frequency and are considered time worked.

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When taking a preventative cool-down rest period:

- You will be monitored and asked if you are experiencing any symptoms of heat illness.
- You will be encouraged to remain in the shade.
- You will not be ordered back to work until any signs or symptoms of heat illness have abated, but in no event sooner than five minutes after accessing shade, excluding the time needed to access the shade.

The Company provides fresh, pure, and suitably cool drinking water at no charge. When the work environment is hot, you are encouraged to frequently drink small cups of water, with up to four cups (one quart or more) per hour recommended, to stay hydrated.

The Company has in place effective emergency response procedures if you show signs or report symptoms of heat illness while taking a preventative cool-down rest period.

You must immediately report to your Immediate Manager if you experience any symptoms or signs of heat illness or see signs of heat illness in co-workers so that the Company can respond with medical attention, as appropriate.

The Company will not discriminate or retaliate against employees who take preventative cool-down rest periods in accordance with this policy.

### **Reproductive Loss Leave**

Advantage Medical Professionals, LLC will provide eligible employees up to five days of unpaid reproductive loss leave in accordance with the California Fair Employment and Housing Act.

#### Eligibility

To be eligible for reproductive loss leave, you must:

- Be employed by the Company for at least 30 days prior to the start of leave.
- Experience a qualifying reproductive loss event.

Reproductive loss event means the day or, for a multiple-day event, the final day of a failed adoption, failed surrogacy, miscarriage, stillbirth, or an unsuccessful assisted reproduction.

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**Policy No.: SS 4.0**

**Effective: 06/28/23**

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### Reasons for Leave

Reproductive loss events include:

- A failed adoption, which means the dissolution or breach of an adoption agreement with the birth mother or legal guardian, or an adoption that is not finalized because it is contested by another party. To be a qualifying event, you must be a person who would have been a parent of the adoptee if the adoption had been completed.
- A failed surrogacy, which means the dissolution or breach of a surrogacy agreement, or a failed embryo transfer to the surrogate. To be a qualifying event, you must be a person who would have been a parent of a child born as a result of the surrogacy.
- A miscarriage. To be a qualifying event, the miscarriage must have been experienced by you, your current spouse or domestic partner, or another individual that would have made you a parent to the child.
- A stillbirth. To be a qualifying event, the stillbirth must result from your pregnancy, the pregnancy of your current spouse or domestic partner, or another individual that would have made you a parent to the child.
- An unsuccessful assisted reproduction, which means an unsuccessful round of intrauterine insemination or of an assisted reproductive technology procedure. To be a qualifying event, the unsuccessful assisted reproduction event must have been experienced by you, your current spouse or domestic partner, or another individual that would have made you a parent to the child.

### Use of Leave

Eligible employees will be provided up to five days of unpaid leave for a reproductive loss event. The five days of leave do not have to be taken consecutively.

Leave must be completed within three months of the event entitling you to leave. If you experience more than one reproductive loss event within a 12-month period, the maximum amount of reproductive loss leave you can take in a 12-month period is 20 days.

You may elect to use any accrued vacation time or other accrued paid time off that you are eligible to take during the otherwise unpaid reproductive loss leave.

Reproductive loss leave will run concurrently with any other leave entitlement when permissible under applicable law.

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### *Notice*

Provide notice of your need for reproductive loss leave as soon as practical.

All information received by the Company regarding your request for reproductive loss leave will be treated as confidential and will not be disclosed except to internal personnel or counsel, as necessary, or as required by law.

### *Retaliation*

The Company will not retaliate against employees who request or take leave in accordance with this policy.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: COLORADO POLICIES

Policy Origin Date: 06/28/23

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### Wage and Hour Policies

#### Colorado Overtime & Minimum Pay Standards (COMPS) Order Notice

The Company is required to provide you with a copy of the latest Colorado Overtime and Minimum Pay Standards Order (COMPS Order) or COMPS Order poster with this handbook. A copy of the latest COMPS Order poster is included at the end of this handbook.

#### Meal and Rest Periods

Advantage Medical Professionals, LLC strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. Check with your Immediate Manager regarding procedures and schedules for rest and meal breaks. The Company requires employees to accurately observe and record meal and rest periods. If you know in advance that you may not be able to take your scheduled break or meal period, let your Immediate Manager know; in addition, notify your Immediate Manager as soon as possible if you were unable to or prohibited from taking an uninterrupted meal or rest period.

In Colorado, employees are entitled to an uninterrupted and duty-free unpaid 30-minute meal period for all shifts exceeding five consecutive hours. If practical, these meal periods will be at least one hour after the start and one hour before the end of the shift. If this is not possible or is impractical, you will be permitted to consume an "on duty" meal while performing your work duties, and this meal period will be paid.

Additionally, you are entitled to a paid 10-minute rest period for each four hours of work, or major fraction thereof, as follows:

Periods Required	Number of rest breaks
2 or fewer	0
Over 2, and up to 6	1
Over 6, and up to 10	2
Over 10, and up to 14	3
Over 14, and up to 18	4
Over 18, and up to 22	5
Over 22	6



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Rest periods must be in the middle of each four-hour work period, unless it is impractical. It is not necessary that you leave Company property for a rest period. Rest periods will be 10 minutes unless otherwise provided by applicable law. Required rest periods are "time worked" for the purposes of calculating minimum wage and overtime obligations.

### **Benefits**

#### **Civil Air Patrol Leave**

Advantage Medical Professionals, LLC will provide eligible employees with at least 10 days of unpaid Civil Air Patrol leave per calendar year to respond to an emergency operational mission of the California Wing of the Civil Air Patrol.

#### **Eligibility**

To be eligible for Civil Air Patrol leave, you must:

- Be employed by the Company for at least 90 days before beginning leave; and
- Be a volunteer member of the California Wing of the Civil Air Patrol.

#### **Use of Leave**

Civil Air Patrol leave for a single emergency operation may not exceed three days, unless an extension of time is granted by the governmental entity that authorized the emergency operational mission, and the extension of the leave is approved by the Company.

You will not be required to exhaust any paid leave in order to take Civil Air Patrol leave.

#### **Notice**

If eligible, you must provide as much notice as possible of the intended dates leave will begin and end.

The Company is not required to grant Civil Air Patrol leave to you if you are required to respond to either the same or other simultaneous emergency operational mission as a first responder or disaster service worker for a local, state, or federal agency.

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### Certification

The Company may require certification from the proper Civil Air Patrol authority verifying your eligibility for the leave requested or taken. The Company may deny the leave if you fail to provide the required certification.

### Restoration

Upon return from leave, you will be restored to your previous position or a position with equivalent seniority status, employee benefits, pay, and other terms and conditions of employment.

### Retaliation

The Company will not retaliate or discriminate against employees who request or take leave in accordance with this policy.

## **Domestic Violence Leave**

Advantage Medical Professionals, LLC will provide employees who are victims of domestic violence, including sexual abuse, stalking, sexual assault, or any other crime including an act found by a court to be domestic violence, up to three days of unpaid leave time within a 12-month period.

### Eligibility

You must have been employed with the Company for 12 or more months to be eligible for this leave.

### Use of Leave

You may use leave available under this policy to:

- Seek a civil protection order to prevent domestic abuse.
- Obtain medical care and/or medical health counseling for yourself or your children to address physical or psychological injuries resulting from the act of domestic abuse, stalking, sexual assault, or other crime involving domestic violence.
- Make your home secure from the perpetrator of the crime or seek new housing to escape the perpetrator.
- Seek legal assistance to address issues arising from the crime and attend and prepare for court-related proceedings arising from the act or crime.

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### Notice

Except in a case of imminent danger, if you are seeking leave from work under this policy you must provide the Company with advance notice of the leave. In addition, the Company may require you to provide documentation verifying the need for the leave. Confidentiality of the situation will be maintained to the extent possible.

### Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are summoned for jury duty and are a non-temporary employee, you will be paid your regular wage (not to exceed \$50 per day unless mutually agreed to) for the first three days of juror service or any part thereof. For any additional days, time spent on jury duty will be unpaid. You may opt to use PTO in place of unpaid leave. Temporary employees are not paid for time spent at jury duty.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Paid Sick Leave**

Advantage Medical Professionals, LLC provides paid sick leave to eligible employees in accordance with the Colorado Healthy Families and Workplaces Act.

### Eligibility

Pursuant to the Health Families and Workplaces Act, the Company provides paid sick leave to employees who work for the Company in Colorado. For employees who work in Colorado who are eligible for sick time under any other applicable sick time/leave law or ordinance, this policy applies solely to the extent it provides greater benefits/rights on any specific issue or issues than the other applicable sick time/leave law or ordinance.

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### Reasons for Leave

Sick leave may be taken for the following reasons:

- To care for your own, or a family member's, mental or physical illness, injury, or health condition; to obtain medical diagnosis, care, or treatment of a mental or physical illness, injury, or health condition; or to obtain preventative medical care.
- If you or a family member have been the victim of domestic abuse, sexual assault, or harassment, in order to:
  - Seek medical attention or to recover from a mental or physical illness, injury, or health condition caused by the domestic abuse, sexual assault, or harassment;
  - Obtain services from a victim services organization;
  - Obtain mental health or other counseling;
  - Seek relocation due to the domestic abuse, sexual assault, or harassment; or
  - Seek legal services, including preparation for or participation in a civil or criminal proceeding related to or resulting from the domestic abuse, sexual assault, or harassment.
- Due to a public health emergency, a public official has ordered the closure of:
  - Your place of business; or
  - Your child's school or place of care and you need to be absent from work to care for your child.
- To care for a family member whose school or place of care has been closed due to inclement weather, loss of power, loss of heating, loss of water, or other unexpected occurrence or event.
- To evacuate your place of residence due to inclement weather, loss of power, loss of heating, loss of water, or other unexpected occurrence or event.
- To grieve, attend funeral services or a memorial, or deal with financial and legal matters that arise after the death of a family member.

### ***Family member*** means:

- A person who is related to you by blood, marriage, civil union, or adoption;
- A child to whom you stand in loco parentis or a person who stood in loco parentis to you when you were a child; or
- A person for whom you are responsible for providing or arranging health- or safety-related care.

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***Public health emergency*** means:

- An act of bioterrorism, a pandemic influenza, or an epidemic caused by a novel and highly fatal infectious agent, for which: 1) an emergency is declared by a federal, state, or local public health agency; or 2) a disaster emergency is declared by the governor; or
- A highly infectious illness or agent with epidemic or pandemic potential for which a disaster emergency is declared by the governor.

### Accrual and Usage

Employees begin accruing paid sick leave at the start of employment in Colorado. Paid sick leave will accrue at the rate of one (1) hour for every thirty (30) hours worked in Colorado, up to a total maximum accrual of forty-eight (48) hours. Employees who are exempt from overtime pursuant to the executive, administrative, and professional exemptions are assumed to work forty (40) hours in each workweek unless their normal workweek is less than forty (40) hours, in which case paid sick leave accrues based upon that normal workweek. For purposes of this policy, the year is the consecutive 12-month period beginning on January 1st and ending on December 31st.

Employees can use accrued paid sick leave as soon as it is accrued. Paid sick leave may be used in a minimum increment of one hour. Employees may use up to forty-eight (48) hours of paid sick leave in any year.

### Compensation

You will be compensated for sick leave at the same rate and with the same benefits, including health benefits, as you normally earn during hours worked, not including overtime, bonuses, or holiday pay. In no instance will this be less than the applicable minimum wage.

### Notice

Notice may be given orally or in writing. If the need for paid sick leave is foreseeable, the employee must provide reasonable advance notification. If the need for paid sick leave is unforeseeable, the employee must provide notice of the need for the leave as soon as practicable.

### Documentation

If you are absent for four or more consecutive days, you may be requested to provide reasonable documentation as soon as you are reasonably able to provide it, showing that the leave is being taken for permitted purposes.

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### *Payment upon Termination*

Accrued paid sick leave carries over from year to year, but is subject to the accrual cap of forty-eight (48) hours. Once the accrual cap is reached, paid sick leave will stop accruing until some paid sick leave is used. At the conclusion of each assignment, employees have the option of receiving a payout of any paid sick leave that accrued, but was not used, during the assignment. Employees who wish to exercise this option must do so in a written request to Human Resources within seven (7) days of the end of the assignment.

Accrued but unused paid sick leave under this policy will not otherwise be paid out at separation of employment.

### *Interaction with Other Leave*

Sick leave will run concurrently with the federal Family and Medical Leave Act and/or other leaves where permitted under state and federal law.

### *Transfers*

If you transfer to another division, entity, or location, you are entitled to all previously unused sick leave and may use it as described in this policy.

### *Reinstatement of Sick Leave upon Rehire*

The Company will reinstate previously accrued, unused sick leave if you separate and are rehired within six months.

### *Retaliation*

The Company will not retaliate against employees who request or take leave in accordance with this policy.

## **Paid Public Health Emergency Leave**

During a declared public health emergency, in addition to the paid sick leave provided under the Colorado Paid Sick Leave Policy, Advantage Medical Professionals, LLC will also provide employees with paid public health emergency leave (supplemental paid sick leave) in accordance with the Colorado Healthy Families and Workplaces Act. For purposes of this policy, public health emergency means:

- An act of bioterrorism, a pandemic influenza, or an epidemic caused by a novel and highly fatal infectious agent for which 1) an emergency is declared by a federal, state, or local public health agency; or 2) a disaster emergency is declared by the governor; or
- A highly infectious illness or agent with epidemic or pandemic potential for which a disaster emergency is declared by the governor.

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Public health emergency leave may be used for the following reasons:

- To self-isolate due to either being diagnosed with or having symptoms of a communicable illness that is the cause of a public health emergency;
- To seek diagnosis, treatment, or care (including preventive care) of such illness;
- Exclusion from work by a government health official or by your employer due to your exposure to, or symptoms of, such illness;
- Inability to work due to a health condition that may increase your susceptibility or risk of such illness; or
- To care for a child or other family member who is in category 1, 2, or 3 above, or whose school, childcare provider, or other care provider is either unavailable, closed, or providing remote instruction due to the public health emergency.

Public health emergency leave will be provided, as needed, in addition to any paid sick leave that you have already accrued. If you normally work 40 or more hours in a week, you will be provided with enough public health emergency leave to ensure that you are able to take 80 hours of leave during a public health emergency. If you work fewer than 40 hours per week, you will be provided with enough public health emergency leave to ensure that you are able to take leave equal to the amount of time that you are scheduled to work in a 14-day period or the amount of time you actually work on average in a 14-day period—whichever is greater.

You may use any public health emergency leave that is provided under this policy before using any paid sick leave that you had prior to the public health emergency.

Public health emergency leave expires four weeks after the official termination or suspension of the public health emergency. During a public health emergency, you will continue to accrue paid sick leave as outlined in the Colorado Paid Sick Leave Policy.

You must provide notice of your need for public health emergency leave as soon as practical if your need for leave is foreseeable and the Company is not closed. If the need for leave is unforeseeable, provide notice as soon as possible.

You will not be required to provide any documentation for public health emergency leave.

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### **Voting Leave**

Upon prior request (before Election Day), you will be provided up to two hours of paid time off to vote if you do not have three or more nonworking hours in which to vote during the hours the polls are open. The time when you can go to vote will be at the discretion of your Immediate Manager, consistent with applicable legal requirements.

### **Safety and Loss Prevention**

#### **Colorado Workplace Public Health Rights Notice**

The Company is required to provide you with information regarding your rights under the Colorado Healthy Families and Workplaces Act (HFWA) and the Colorado Public Health Emergency Whistleblower Law (PHEW). A copy of the latest Colorado Workplace Public Health Rights poster, included at the end of this handbook, satisfies this requirement.

#### **Paid Family and Medical Leave Insurance**

Colorado's Family and Medical Leave Insurance (FAMLI) program provides eligible employees with paid leave to care for themselves or their family members under certain circumstances. The program is administered by the Colorado Department of Labor and Employment, Division of Family and Medical Leave Insurance (FAMLI Division). Program premiums are funded through employer contributions and employee payroll deductions.

#### **Eligibility**

To be eligible for FAMLI leave, you must have earned at least \$2,500 in wages in Colorado over the previous year.

#### **Reasons for Leave**

FAMLI leave can be taken for the following reasons:

- The birth of a child and to care for that child (leave must be completed within one year of the child's birth).
- The adoption or foster care placement of a child with you and to care for that child (leave must be completed within one year of the child's placement).
- To care for a family member with a serious health condition.
- To care for your own serious health condition.



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A qualifying exigency of a family member who is a military member on covered active duty or called to covered active-duty status (or has been notified of an impending call or order to covered active duty). To obtain safe housing, care, and/or legal assistance in response to domestic violence, stalking, sexual assault, or sexual abuse.

### Family member means:

Regardless of age, your biological, adopted, or foster child, stepchild or legal ward, a child of your domestic partner, a child to whom you stand in loco parentis, or a person to whom you stood in loco parentis when the person was a minor;

A biological, adoptive, or foster parent, stepparent, or legal guardian of you or your spouse or domestic partner, or a person who stood in loco parentis to you or your spouse or domestic partner when you or they were a minor child;

A person to whom you are legally married under the laws of any state, or your domestic partner;

A grandparent, grandchild, or sibling (whether a biological, foster, adoptive, or step relationship) of you or your spouse or domestic partner; or

Any other individual with whom you have a significant personal bond that is or is like a family relationship, regardless of biological or legal relationship.

### Leave Usage

If eligible, you may take up to 12 weeks of FMLI leave per year. If you have a serious health condition caused by pregnancy or childbirth complications, you may be eligible to take up to an additional four weeks, for a total of 16 weeks.

Leave may be taken continuously, intermittently, or in the form of a reduced schedule.

FAMLI leave will run concurrently with other leave when permissible under applicable law.

You may choose, but are not required, to use sick leave or other paid time off before using FAMLI leave.

### Notice

If leave is foreseeable, you must provide at least 30 days' notice. If leave is unforeseeable, you must provide notice as soon as practical.

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#### *Applying for Leave*

You must apply for FAMLl leave with the FAMLl Division. Instructions on how to file are available on the FAMLl Division website (<https://famli.colorado.gov/>). You have up to 30 days after leave has started to apply.

#### *Compensation*

FAMLl leave benefits will be paid at a rate based on your average weekly wage. You can estimate your potential benefits by using the calculator available at <https://famli.colorado.gov/individuals-and-families/premium-and-benefits-calculator>.

#### *Continuation of Health Benefits*

If the Company provides you with health benefits under a group health plan, the Company will maintain your health coverage at the same level and under the same conditions as if you had been continuously employed. You will be responsible for paying your share of the cost of health benefits as required prior to beginning leave.

#### *Restoration*

If you worked for the Company for at least 180 days prior to taking leave, you will be restored to your previous position or an equivalent position with equivalent employment benefits, pay, and other terms and conditions of employment.

#### *Retaliation*

The Company will not retaliate against employees who request or take leave in accordance with this policy.

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**COLORADO**  
Department of  
Labor and Employment

### Colorado Workplace Public Health Rights Poster: PAID LEAVE, WHISTLEBLOWING, & PROTECTIVE EQUIPMENT

*Updated July 14, 2023*

*may be updated periodically*

#### THE HEALTHY FAMILIES & WORKPLACES ACT ("HFWA"): Paid Leave Rights

##### Coverage: All Colorado employers, of any size, must provide paid leave

- All employees earn 1 hour of paid leave per 30 hours worked ("accrued leave"), up to 48 hours a year.
- Employees are required to be paid their regular pay rate during leave, and the employer must continue their benefits.
- Up to 48 hours of unused accrued leave carries over for use during the next year.
- For details on specific situations (irregular hours, non-hourly pay, etc.), see Wage Protection Rule 3.5, 7 CCR 1103-7.
- Up to 80 hours of supplemental leave applies in a public health emergency (PHE), until 4 weeks after the PHE ends.\*

##### Employees can use accrued leave for the following safety or health needs:

- (1) a mental or physical illness, injury, or health condition that prevents work, including diagnosis or preventive care;
- (2) domestic abuse, sexual assault, or criminal harassment leading to health, relocation, legal, or other services needs;
- (3) caring for a family member experiencing a condition described in category (1) or (2);
- (4) grieving, funeral/memorial attendance, or financial/legal needs after a death of a family member;
- (5) due to inclement weather, power/heat/water loss, or other unexpected occurrence, the employees needs to either  
(a) evacuate their residence, or (b) care for a family member whose school or place of care was closed; or
- (6) in a PHE, a public official closed the workplace, or the school or place of care of the employee's child.

##### Employer Policies (Notice; Documentation; Incremental Use; Privacy; and Paid Leave Records)

- Written notice and posters. Employers must (1) provide notice to new employees no later than other onboarding documents/policies; and (2) display updated posters, and provide updated notices to current employees, by end of year.
- Notice for "foreseeable" leave. Employers may adopt "reasonable procedures" in writing as to how employees should provide notice if they require "foreseeable" leave, but **cannot deny paid leave** for noncompliance with such a policy.
- An employer can require documentation to show that accrued leave was for a qualifying reason only if leave was for four or more consecutive work days (i.e. days when an employee would have worked, not calendar days).
- Documentation is not required to take accrued leave, but can be required as soon as an employee returns to work or separates from work (whichever is sooner). No documentation can be required for PHE leave.
- To document leave for an employee's (or an employee's family member's) health-related need, an employee may provide: (1) a document from a health or social services provider if services were received and a document can be obtained in reasonable time and without added expense; **otherwise** (2) the employee's own writing.
- Documentation as to domestic abuse, sexual assault, or criminal harassment can be a document or writing under (1) above (e.g. legal or shelter services provider) or (2) above, or legal document (restraining order, police report, etc.).
- If an employer reasonably deems an employee's documentation deficient, the employer must: (A) notify the employee within seven days of either receiving the documentation or the employee's return to work or separation (whichever is sooner), and (B) give the employee at least seven days to cure the deficiency.
- Incremental Use. Depending on employer policy, employees can use leave in either hourly or six-minute increments.

- **Employee Privacy.** Employers cannot require employees to disclose "details" about an employee's (or their family's) HFWA-related health or safety information; such information must be treated as a confidential medical record.

- **Records must be retained and provided upon request.** Employers must provide documentation of the current amount of paid leave employees have (1) available for use, and (2) already used during the current benefit year, including any supplemental PHE leave. Information may be requested once per month or when the need for HFWA leave arises.

##### Retaliation or Interference with HFWA Rights

- Paid leave cannot be counted as an "absence" that may result in firing or another kind of adverse action.
- An employee can't be required to find a "replacement worker" or job coverage when taking paid leave.
- An employer cannot fire, threaten, or otherwise retaliate against, or interfere with use of leave by, an employee who: (1) requests or takes HFWA leave; (2) informs or assists another person in exercising HFWA rights; (3) files a HFWA complaint; or (4) cooperates/assists in investigation of a HFWA violation.
- If an employee's reasonable, good-faith HFWA complaint, request, or other activity is **incorrect**, an employer need not agree or grant it, but cannot act against the employee for it. Employees can face consequences for misusing leave.

#### PROTECTED HEALTH/SAFETY EXPRESSION & WHISTLEBLOWING ("PHEW"): Worker Rights to Express Workplace Health/Safety Concerns & Use Protective Equipment

##### Coverage: All Employers and Employees, Plus Certain Independent Contractors

- PHEW covers not just "employers" and "employees," but all "principals" (an employer or a business with at least 5 independent contractors) and "workers" (employees or independent contractors working for a "principal").

##### Worker Rights to Oppose Workplace Health/Safety Violations:

- It is unlawful to retaliate against, or interfere with, the following acts:
  - (1) raising reasonable concerns, including informally, to the principal, other workers, the government, or the public, about workplace violations of government health or safety rules, or a significant workplace health or safety threat;
  - (2) opposing or testifying, assisting, or participating in an investigation or proceeding about retaliation for, or interference with, the above-listed conduct.
- A principal need not address a worker's PHEW-related concern, but it still cannot fire or take other action against the worker for raising such a concern, as long as the concern was reasonable and in good-faith.

##### Workers' Rights to Use Their Own Personal Protective Equipment ("PPE"):

- A worker must be allowed to voluntarily wear their own PPE (mask, faceguard, gloves, etc.) if the PPE (1) provides more protection than equipment provided at the workplace, (2) is recommended by a government health agency (federal, state, or local), and (3) does not make the worker unable to do the job.

#### COMPLAINT RIGHTS (under both HFWA & PHEW)

- Report violations to the Division as complaints or anonymous tips, or file in court after exhausting pre-lawsuit remedies.

This Poster summarizes two Colorado workplace public health laws: C.R.S. § 8-13.3-401 et seq., (paid leave) and C.R.S. § 8-14.4-101 et seq. (healthy and safety whistleblowing) including amendments current as of the date of this poster. It does not cover other health or safety laws, rules, and orders, including under the federal Occupational Safety and Health Act (OSHA), from the Colorado Department of Public Health and Environment (CDPHE), or from local public health agencies. Contact those agencies for such health and safety information.

\*In a PHE, employees gain additional hours of leave for inability to work, testing, quarantining, caring for family in such situations, and related needs. No PHE is now in effect; this poster will be updated if one is declared.

This poster must be displayed where easily accessible to workers, shared with remote workers, provided in other languages as needed, and replaced with any annually updated versions.

This Poster is a summary and cannot be relied on as complete labor law information. For all rules, fact sheets, translations, questions, or complaints, contact:

DIVISION OF LABOR STANDARDS & STATISTICS, [ColoradoLaborLaw.gov](http://ColoradoLaborLaw.gov), [cdle\\_labor\\_standards@state.co.us](mailto:cdle_labor_standards@state.co.us), 303-318-8441 / 888-390-7936.

# Advantage Medical Professionals Policy and Procedure Manual

**Policy: FLORIDA POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 6.0**

**Effective: 06/28/23**

**Reviewed:**

**Revised: 08/25/23**

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### Benefits

#### **Domestic/Sexual Violence Leave**

Advantage Medical Professionals, LLC will provide employees who are victims of domestic or sexual violence, or whose family or household member is a victim of domestic violence, with up to three days of unpaid leave in any 12-month period for certain qualifying reasons.

#### Eligibility

To be eligible for domestic/sexual violence leave you must have worked for the Company for at least three months.

#### Leave Usage

You may take domestic/sexual violence leave to:

- Seek an injunction for protection against domestic violence or an injunction for protection in cases of repeat violence, dating, or sexual violence.
- Obtain medical care or mental health counseling for yourself or your family or household member to address physical or psychological injuries resulting from domestic violence.
- Obtain services from a victim services organization for yourself or your family or household member.
- Make your home secure from the perpetrator of domestic violence or seek new housing to escape the perpetrator.
- Seek legal assistance in addressing issues arising from domestic violence or prepare for and attend court-related proceedings arising from domestic violence.

**Family or household member** means your spouse, former spouse, persons related to you by blood or marriage, persons who are presently residing with you as if they are family or who have resided with you in the past as if they are family, and persons who have a child in common with you regardless of whether you have been married to them. With the exception of persons who have a child in common with you, the family or household members must be currently residing with you or have in the past resided with you in the same single dwelling unit.

#### Notice

Except in the case of imminent danger to your health and safety or that of your family or household member, you must provide reasonable advance notice of your need for leave. You may be required to provide documentation showing evidence of your need for leave.

# Advantage Medical Professionals Policy and Procedure Manual

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### Compensation

Leave under this policy is unpaid; however, you may substitute any applicable paid leave for all or a portion of your unpaid leave.

### Confidentiality

Information about your request for leave will be kept confidential, except as required by federal or state law or as necessary to protect your safety in the workplace.

### Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Civil Air Patrol Leave**

Advantage Medical Professionals, LLC will provide eligible employees with at least 15 days of unpaid Civil Air Patrol leave per year to participate in a Civil Air Patrol training or mission.

### Eligibility

To be eligible for Civil Air Patrol leave, you must:

- Be employed by the Company for at least 90 days before beginning leave; and
- Be a senior member of the Florida Wing of the Civil Air Patrol with at least an emergency services qualification.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: FLORIDA POLICIES**

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### Use of Leave

You will not be required to use paid leave while on Civil Air Patrol leave. However, you may elect to substitute any paid leave for the work time missed on Civil Air Patrol leave.

### Notice

Provide as much notice as possible of your intent to take Civil Air Patrol leave.

### Certification

The Company may ask you to provide documentation supporting your need for leave.

### Restoration

Upon completion of leave, you must promptly notify the Company of your intent to return to work. The Company is not required to permit you to return to work if:

- The Company's circumstances have so changed as to make employment impossible or unreasonable;
- It would impose an undue hardship on the Company;
- Your employment prior to taking leave was for a brief, nonrecurring period, and there was no reasonable expectation that your employment would continue indefinitely or for a significant period; or
- The Company had legally sufficient cause to terminate you at the time you commenced leave.

If you are permitted to return to work, you are entitled to:

- The seniority that you had on the date leave began and any other rights and benefits that are bestowed upon you as a result of such seniority; and
- Any additional seniority that you would have attained if you had remained continuously employed and any other rights and benefits that would have been bestowed upon you as a result of such seniority.

After you have returned to work, you may not be terminated for a period of one year after the date you returned, except for cause.

### Retaliation

The Company will not retaliate or discriminate against employees who request or take leave in accordance with this policy.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: GEORGIA POLICIES**

**Policy Origin Date: 06/28/23**

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### **Benefits**

#### **Court Attendance and Witness Leave**

Advantage Medical Professionals, LLC realizes that, on occasion, employees may be subpoenaed or ordered by a court to attend judicial proceedings. In such cases, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

While attending the judicial proceeding, you will receive your regular compensation. This does not apply if you are attending a judicial proceeding because you have been charged with a crime.

The Company reserves the right to require employees to provide proof of the need for leave to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

You will receive your regular compensation for time spent on jury duty. Any mileage allowance or other fee paid for jury duty will be credited against payments made by the Company.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Voting Leave**

Advantage Medical Professionals, LLC encourages all employees to fulfill their civic responsibilities and to vote in public elections. You will be provided up to two hours of unpaid time off to vote in any municipal, county, state, or federal political party primary or election. Time off may be used on one of the days that is designated for advance in-person voting or on the day that such primary or election is held. You must provide reasonable advance notice of the need for time off to vote so the time off can be scheduled to minimize disruption to normal work schedules.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: INDIANA POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 8.0**

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**Reviewed:**

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### **Benefits**

#### **Court Attendance and Witness Leave**

Advantage Medical Professionals, LLC realizes that, on occasion, employees may be subpoenaed to testify as a witness in a criminal proceeding. In such cases, you will be provided unpaid leave to attend. Notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

The Company reserves the right to require employees to provide proof of the need for leave to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Immediate Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Military Family Leave**

Advantage Medical Professionals, LLC will provide up to 10 days of unpaid leave per year to employees who are the spouse, parent, grandparent, child, or sibling of a person who is ordered to active duty. Active duty means full-time service on active duty orders in the U.S. Armed Forces or the National Guard for a period that exceeds 89 consecutive calendar days.

To be eligible for military family leave, you must meet the following conditions:



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- Employed by the Company at least 12 months.
- Have worked at least 1,500 hours during the 12-month period immediately preceding the day the leave begins.

Eligible employees may take a leave of absence during one or more of the following periods:

- During the 30 days before active duty orders are in effect;
- During a period in which the person ordered to active duty is on leave while active duty orders are in effect; and/or
- During the 30 days after the active duty orders are terminated.

To take a leave of absence under this policy, provide written notice, including a copy of the active duty orders if available, to your Immediate Manager of the date the leave will begin. Provide this notice at least 30 days before the date you intend to begin leave, unless the active duty orders are issued less than 30 days before the date the requested leave is to begin. The leave of absence may not exceed the equivalent of 10 working days in each calendar year.

Military family leave under this policy is unpaid; however, you may choose to substitute any paid leave (other than medical or sick leave) for any part of the military family leave.

You will be allowed to continue available group health benefits at your own expense.

Upon returning to work at the end of leave, you will be placed in your original job or an equivalent job with equivalent seniority, pay, benefits, and other terms and conditions of employment.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Employment Protections for Civil Air Patrol Members – Indiana**

If you are a member of the Civil Air Patrol, Advantage Medical Professionals, LLC will not discipline you for:

- Being absent from work due to responding to an emergency service operation that began before you were scheduled to report to work; or
- Leaving work with permission from your Immediate Manager to respond to an emergency service operation that began after you reported to work.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: INDIANA POLICIES**

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To be eligible for these protections, you must notify the Company in writing that you are a member of the Civil Air Patrol. The Company may reject the notification on the grounds that you are an essential employee.

If your notification is rejected, you:

- Must promptly notify the commander or other officer in charge of the Civil Air Patrol of the rejection of your notification; and
- Will not be entitled the protections provided above.

If your notification is accepted, work missed will be considered unpaid leave. The Company may require you to present a written statement from the commander or other officer in charge of the Civil Air Patrol indicating that you were engaged in an emergency service operation at the time of your absence.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: IOWA POLICIES**

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### **Benefits**

#### **Court Attendance and Witness Leave**

Advantage Medical Professionals, LLC realizes that, on occasion, employees may serve as a witness in a criminal proceeding or as a plaintiff, defendant, or witness in a civil proceeding. In such cases, you will be provided unpaid leave to attend. Notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

The Company reserves the right to require employees to provide proof of the need for leave to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Immediate Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Public Health Emergency Leave**

Advantage Medical Professionals, LLC will provide unpaid public health emergency leave to employees needing to isolate or quarantine pursuant to a quarantine or isolation order or voluntary confinement request by the Iowa Department of Health and Human Services, a local board of health, or the Centers for Disease Control and Prevention.

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All employees are eligible for public health emergency leave. Provide notice of your need for leave as soon as practical.

The Company may require you to provide documentation supporting your need for leave as permitted under applicable law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Voting Leave**

If your work schedule prevents you from voting on Election Day, Advantage Medical Professionals, LLC will allow you a reasonable time off, not to exceed three hours, to vote if you request such time in writing prior to the day of the election. The time when you can go to vote will be at the discretion of your Immediate Manager, consistent with applicable legal requirements.

### **Leave of Absence for Elected Officials**

Advantage Medical Professionals, LLC will provide employees who have been elected to a municipal, county, state, or federal office with an unpaid leave of absence to serve in that office, except where prohibited by law.

You must provide written notice of your need to take leave as soon as reasonably practical.

Although leave is unpaid, the leave is granted without loss of net credited service and benefits earned. However, the Company will not pay pension, health, or other benefits during the leave of absence.

### **Pregnancy Disability Leave**

If you are unable to perform your job duties because you are temporarily disabled due to pregnancy, childbirth, or a related medical condition, and do not have any available leave, Advantage Medical Professionals, LLC will provide you with unpaid pregnancy disability leave for the duration of the disability or up to eight weeks, whichever is less. The Company may request medical certification supporting your need for leave.

You must provide timely notice of the period of leave requested. The Company must approve any change in the period requested before the change is effective.

The Company will not discriminate or retaliate against employees who request or take leave in accordance with this policy.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: KENTUCKY POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 10.0**

**Effective: 06/28/23**

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### **Benefits**

#### **Adoption Leave**

Upon written request, Advantage Medical Professionals, LLC will grant reasonable personal leave of up to six weeks upon your adoption of a child under the age of 10. This does not apply to an adoption by a fictive kin, stepparent, stepsibling, blood relative, including a relative of halfblood, first cousin, aunt, uncle, nephew, niece, and a person of a preceding generation as denoted by prefixes of grand, great, or great- great, or a foster parent who adopts a foster child who is already in their care.

Leave under this policy is unpaid. Where they overlap, leave taken under this policy will run concurrently with leave taken under the federal Family and Medical Leave Act (FMLA).

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Court Attendance Leave**

Advantage Medical Professionals, LLC will permit employees to take time off work for a required appearance in court or an administrative tribunal or hearing, provided advance notice of the need for leave is given.

For leave under this policy, notify your Recruiter or Staffing Manager and provide a copy of the court or administrative certificate regarding your required appearance.

Time off under this policy will be without pay; however, exempt employees will not incur any reduction in pay for a partial week's absence for leave to appear as a witness.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: KENTUCKY POLICIES**

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The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Voting Leave**

Advantage Medical Professionals, LLC encourages all employees to exercise their right to vote. If you do not have sufficient time to vote outside of working hours, you will be provided at least four hours of time off for the purpose of voting on Election Day, or to request an application for, or execute, an absentee ballot during the office of the clerk's normal business hours. Time off will be without pay for nonexempt employees.

You must provide notice of the need for time off to vote at least one day before leave will be taken and must work with your Immediate Manager to make any necessary scheduling arrangements. Your Immediate Manager may specify the hours that you may be absent.

Time off to vote is unpaid for nonexempt employees. Exempt employees will be paid in accordance with applicable law.

If you take time off under this policy but do not vote or request an application for an absentee ballot, you may be subject to disciplinary action.

### **Election Officer Leave – Kentucky**

Advantage Medical Professionals, LLC will provide employees who have been selected to serve as election officers with unpaid leave for an entire day to attend training or serve.

Provide as much notice as possible of your need to take leave.

The Company will not retaliate or discriminate against employees who request or take leave in accordance with this policy.

# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: LOUISIANA POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 11.0**

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### **Benefits**

#### **Bone Marrow Donation Leave**

Advantage Medical Professionals, LLC will provide up to 40 hours of paid time off to eligible employees who wish to donate bone marrow. To be eligible for leave, you must work an average of 20 or more hours per week.

In order to obtain leave under this policy, you must provide documentation verifying the need for leave. If there is a medical determination that you do not qualify as a bone marrow donor, you will not lose the paid time off.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

Regularly employed (non-temporary) employees will receive their regular compensation for the first day of jury duty. Any additional time spent on jury duty will be unpaid; however, exempt employees will not incur any reduction in pay for a partial week's absence due to jury duty. Temporary employees will not be compensated for time-off for jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Pregnancy Disability Leave**

Advantage Medical Professionals, LLC will provide employees with up to six weeks of unpaid leave for normal, healthy pregnancies and childbirth. The Company may extend the leave period for a reasonable amount of time, not to exceed four months, if you are temporarily disabled as a result of pregnancy, childbirth, or a related medical condition. Reasonable amount of time means the period during which you are disabled due to pregnancy, childbirth, or related medical conditions.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: LOUISIANA POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 11.0**

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### Notice

To take leave under this policy, you must provide reasonable notice of the date such leave will begin and the estimated duration of the leave.

### Terms of Leave

Leave under this policy is unpaid; however, you may opt to use PTO in place of unpaid leave.

### Maintenance of Benefits

While on leave, you are entitled to the same benefits and privileges granted to other employees who are similar in their ability or inability to work, including the right to use disability, sick leave, or any other accrued leave made available by the Company to temporarily disabled employees.

Leave taken under this policy will run concurrently with any other leave for which you are eligible, including leave under the federal Family and Medical Leave Act (FMLA).

### Transfer to Less Strenuous or Hazardous Position

Upon request, you may transfer to a less strenuous or hazardous position to the same extent as other temporarily disabled employees are permitted to transfer. In addition, the Company will reasonably accommodate pregnant employees who, upon the advice of their physician, request transfer to a less strenuous or hazardous position for the duration of their pregnancy. Any accommodations must be accepted by the facility to which the employee is assigned.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Veterans Leave for Medical Appointments**

Advantage Medical Professionals, LLC will allow eligible employees who are veterans to take unpaid leave to attend medical appointments necessary to meet the requirements to receive their veteran benefits.

To be eligible for this leave, employees must be honorably discharged veterans of the U.S. Armed Forces, including reserve components of the armed forces, the Army National Guard and the Air National Guard, the commissioned corps of the Public Health Service, and any other category of persons designated by the President in time of war or emergency.

Provide as much notice as reasonably possible of your need for leave.



## **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: LOUISIANA POLICIES**

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The Company may require evidence verifying attendance at your medical appointment. If requested, verification may be shown by presenting a bill, a receipt, or an excuse from the medical provider.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Leave for Genetic Testing and Cancer Screening**

When medically necessary, Advantage Medical Professionals, LLC will provide employees with one day of leave from work to obtain genetic testing or preventive cancer screening.

You must provide at least 15 days' notice of your need to take leave. You may be required to provide documentation confirming the performance of the genetic testing or cancer screening. The Company will never require you to disclose the results of such testing or screening.

Leave under this policy is unpaid; however, you may substitute any accrued vacation or other appropriate paid leave for time taken under this policy.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: MICHIGAN POLICIES

Policy Origin Date: 06/28/23

Policy No.: SS 12.0

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### General Policies

#### Social Security Number Privacy

All employees must provide Advantage Medical Professionals, LLC with their Social Security numbers (SSNs) for the Company to satisfy payroll, state, and federal tax and insurance coverage requirements. Consistent with Michigan law, the Company takes reasonable steps to maintain the confidentiality of SSNs.

All documents and records containing SSNs and personal identification information are kept in a secure environment. Only authorized personnel with a legitimate business need may access records and documents (both internal and external) that contain employee SSNs and identification information.

In addition to the Company's policy protecting against the disclosure of confidential information, employees are prohibited from accessing, viewing, or using other employees' Social Security information maintained by the Company unless authorized and for lawful purposes.

When necessary, documents containing the SSNs of employees will be properly destroyed through shredding or other means before disposal.

Any employees who unlawfully or without authorization access Social Security data will be disciplined up to and including termination of employment and may be referred to authorities for possible prosecution.

### Benefits

#### Crime Victim Leave

Advantage Medical Professionals, LLC will provide eligible employees time off from work to respond to a subpoena or request by the prosecuting attorney for the purposes of giving testimony.

#### Eligibility

To be eligible for time off under this policy, you must be a victim of crime or a victim representative.

A **victim** is an individual who has suffered direct or threatened physical, financial, or emotional harm as a result of the commission of a crime.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: MICHIGAN POLICIES

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A **victim representative** is an individual who is:

- A guardian or custodian of a child of a deceased victim if the child is less than 18 years of age.
- A parent, guardian, or custodian of a victim of assault if the victim is less than 18 years old.
- A person who has been designated to act in place of a victim of assault while the victim is physically or emotionally disabled.

### Compensation

Time off granted under this policy will be unpaid; however, exempt employees may be compensated as required by applicable law.

### Notice

Upon receiving a subpoena, provide your Recruiter or Staffing Manager with reasonable advance notice of the need for leave. If advance notice is not practicable, provide appropriate documentation within a reasonable time after the absence.

### Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: MICHIGAN POLICIES

Policy Origin Date: 06/28/23

Policy No.: SS 12.0

Effective: 06/28/23

Reviewed:

Revised:

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### **Paid Medical Leave**

Advantage Medical Professionals, LLC provides paid medical leave to eligible, nonexempt employees in accordance with Michigan's Paid Medical Leave Act.

#### Eligibility

To be eligible for medical leave you generally must be subject to both federal income tax withholding and the overtime requirements of the federal Fair Labor Standards Act.

Some employees may be exempt from medical leave; ask your Recruiter or Staffing Manager if you are eligible.

#### Reasons for Leave

Medical leave may be taken for the following reasons:

- For the diagnosis, care, or treatment of your own or a family member's mental or physical illness, injury, or other health condition, or for preventative medical care.
- Absence necessary due to circumstances resulting from you or a family member having been a victim of domestic or sexual violence, if the leave is:
  - For medical care or psychological or other counseling for physical or psychological injury or disability;
  - To obtain services from a victim services organization;
  - To relocate due to domestic violence or sexual assault;
  - To obtain legal services; or
  - To participate in any civil or criminal proceedings related to or resulting from the domestic violence or sexual assault.
- Absences necessary due to:
  - Your primary workplace being closed by order of a public official due to a public health emergency;
  - Your need to care for your child whose school or place of care has been closed by order of a public official due to a public health emergency; or
  - Your, or a family member's, exposure to a communicable disease, if it has been determined by the health authorities that you or a family member's presence in the community would jeopardize the health of others because of the exposure to a communicable disease.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: MICHIGAN POLICIES

Policy Origin Date: 06/28/23

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### ***Family member*** means:

- A biological, adopted, or foster child, stepchild or legal ward, or a child to whom you stand in loco parentis.
- Your biological parent, foster parent, stepparent, or adoptive parent or a legal guardian of your spouse or an individual who stood in loco parentis when you were a minor child.
- An individual to whom you are legally married under the laws of any state.
- A grandparent.
- A grandchild.
- A biological, foster, or adopted sibling.

### Accrual and Usage

Eligible employees accrue one hour of medical leave for every 35 hours worked up to a maximum accrual of 40 hours per leave year. New employees begin accruing medical leave on their first day of employment. You may not accrue more than one hour of leave in a calendar week or more than 40 hours of leave in a leave year. For purposes of this policy, the leave year is the consecutive 12-month period beginning on January 1st and ending on December 31st.

You may begin using accrued medical leave after you have worked for the Company for 90 days. You may not use more than 40 hours of paid medical leave in a leave year. You may be required to use other paid leave benefits prior to using paid medical leave. You may carry over up to 40 hours of unused accrued medical leave to the following leave year.

Medical leave must be used in one-hour increments.

### Compensation

You will be compensated for medical leave at your regular rate of pay or the applicable state minimum wage, whichever is greater.

### Notice

If the need for leave is foreseeable, you must provide advance notice and make reasonable efforts to schedule the leave so that it does not unduly disrupt Company operations. If unforeseeable, provide notice as soon as practical.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: MICHIGAN POLICIES**

**Policy Origin Date: 06/28/23**

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### Documentation

If you are using medical leave because of domestic violence or sexual assault, you may be asked to provide documentation that the leave was used for that purpose. The documentation must be provided within three days of your request for leave and may include:

- A police report indicating that you or your family member were a victim of domestic violence or sexual assault.
- A signed statement from a victim and witness advocate affirming that you or your family member are receiving services from a victim services organization.
- A court document indicating that you or your family member are involved in legal action related to domestic violence or sexual assault.

The Company will not require disclosure of details relating to domestic violence or sexual assault or the details of you or your family member's medical condition as a condition of providing medical leave.

If the Company obtains health information or information pertaining to domestic violence or sexual assault about you or your family member, the Company will treat that information as confidential and will not disclose that information except to you or with your permission.

### Payment upon Termination

Accrued leave carries over from year to year but is subject to the accrual cap of forty (40) hours. Once the accrual cap is reached, paid leave will stop accruing until some paid leave is used. At the conclusion of each assignment, employees have the option of receiving a payout of any paid leave that accrued, but was not used, during the assignment. Employees who wish to exercise this option must do so in a written request to Human Resources within seven (7) days of the end of the assignment.

Accrued but unused paid leave under this policy will not otherwise be paid out at separation of employment.

### Transfers

If you transfer to another Company division, entity, or location, you are entitled to all previously unused medical leave and may use it as described in this policy.

### Reinstatement of Medical Leave Upon Rehire

The Company will not reinstate previously accrued, unused medical leave if you separate from employment and are subsequently rehired.

### Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: MISSISSIPPI POLICIES

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### Benefits

#### Crime Victim Leave

In accordance with the Mississippi Crime Victims' Bill of Rights, you may take time off to respond to a subpoena or participate in the reasonable preparation of a criminal proceeding if:

- You are a victim of the crime at issue in the proceedings; or
- The victim is deceased or incapacitated, and you are an immediate family member or a lawful representative.

**Immediate family member** means the spouse, parent, child, sibling, grandparent, or guardian of the victim.

Time off under this policy will be without pay; however, exempt employees may receive pay as required by applicable law. You may opt to use PTO for any unpaid time off.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### Jury Duty Leave

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### Voting Leave

If your work schedule prevents you from voting on Election Day, Advantage Medical Professionals, LLC will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your Immediate Manager, consistent with applicable legal requirements.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: MISSOURI POLICIES**

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### **Benefits**

#### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Victim and Witness Leave**

Advantage Medical Professionals, LLC realizes that, on occasion, you may have an obligation to participate in criminal legal proceedings either as a witness or because you, or a close family member, was victimized by a criminal act. The Company provides unpaid leave to attend those proceedings under circumstances described below.

If you are required to attend a criminal proceeding either as a witness or as a crime victim (or a close family member of a crime victim), you must inform your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements. The Company reserves the right to require employees to provide proof of the need to attend the criminal proceedings to the extent authorized by law.

Leave under this policy is unpaid; however, exempt employees may receive pay as required by applicable law. You may opt to use PTO for any unpaid leave.

You are expected to return to work if you are excused from the criminal proceedings during regular working hours or released from the criminal proceeding earlier than expected.



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This policy does not apply to employees seeking leave because they have committed or are alleged to have committed a criminal act.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Voting Leave**

If your work schedule prevents you from having three consecutive hours of time off work when voting polls are open, upon prior notice to Advantage Medical Professionals, LLC, you may take up to three hours off work for the purpose of voting. The timing of your leave will be determined by your Immediate Manager.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: MONTANA POLICIES**

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### **Nature of Employment Relationship**

No policy or provision in this handbook is intended to create a contract binding you or Advantage Medical Professionals, LLC to an agreement of employment for a specific period of time. Except as prohibited by state law, your employment can be terminated by either you or the Company at any time, for any reason, with or without notice. Only the Chief Executive Officer has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the Chief Executive Officer.

If a written contract between you and the Company is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

### **Introductory Language and Policies**

#### **Revisions to Handbook**

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including Advantage Medical Professionals, LLC policies and procedures. The handbook is not a contract. The Company reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest. When changes are made to the policies and guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook.

#### **Benefits**

#### **Crime Victim Leave**

Advantage Medical Professionals, LLC will permit eligible employees to take time off from work to participate at the prosecuting attorney's request in preparation for or attendance at a criminal justice proceeding.

To be eligible for leave, you must be:

- The victim of the crime at issue in the proceedings; or
- The victim's spouse, child by birth or adoption, stepchild, parent, stepparent, or sibling.

You are not eligible for leave if you are accountable for the crime at issue in the proceedings.

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Time off under this policy will be without pay; however, exempt employees will not incur any reduction in pay for a partial week's absence.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Maternity Leave**

Advantage Medical Professionals, LLC will provide female employees a reasonable leave of absence for pregnancy. If you wish to take maternity leave, you may be required to provide a medical certification stating that you are not able to perform your employment duties as a result of the pregnancy.

Upon return from leave, you will be reinstated to your original job or to an equivalent position with equivalent pay and accumulated seniority, retirement, fringe benefits, and other service credits, unless circumstances have changed such that reinstatement is impossible or unreasonable.

Disabilities caused or contributed to by pregnancy and related medical conditions will be treated like other temporary disabilities for all job-related purposes.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

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### **Leave of Absence for Public Officials**

Advantage Medical Professionals, LLC will provide employees who have been elected or appointed to a city, county, or state public office with an unpaid leave of absence of up to 180 days per year while they are performing public service.

You must provide written notice of your need to take leave as soon as practical.

You must make arrangements to return to work within 10 days following the completion of the service for which leave was granted unless you are unable to do so because of illness or a disabling injury certified to by a licensed physician.

Upon return from leave, you will be restored to your previous position with the same seniority, status, compensation, hours, locality, and benefits that existed immediately prior to the leave of absence.

The Company will not retaliate or discriminate against employees who request or take a leave of absence in accordance with this policy.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: NEW MEXICO POLICIES

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### Benefits

#### Domestic Abuse Victim Leave

If you, or one of your family members, are a victim of domestic abuse, Advantage Medical Professionals, LLC will provide you with up to 14 days of leave per calendar year, with a maximum of eight hours per day, for the purposes of:

- Obtaining a protection order or similar judicial relief.
- Meeting with law enforcement officials.
- Consulting with attorneys or district attorneys' victim advocates.
- Attending court proceedings.

As used in this policy, **family member** includes your minor child or a person for whom you are the legal guardian.

Time off under this policy is without pay; however, exempt employees will be paid in accordance with applicable law. You may choose to use any accrued sick leave or other available paid time off for leave under this policy. Health coverage and eligibility for other benefits will continue during the leave of absence.

If the need for domestic abuse leave is foreseeable, provide reasonable advance notice to your Recruiter or Staffing Manager. Where domestic abuse leave is taken in an emergency, you or your representative must provide notice within 24 hours of taking leave. You may be required to provide one of the following verifying the need for domestic abuse leave:

- A police report indicating that you or a family member was a victim of domestic abuse.
- A copy of an order of protection or other court evidence produced in connection with an incident of domestic abuse; however, the document does not constitute a waiver of confidentiality or privilege between you and your advocate or attorney.
- A written statement from you indicating that the domestic abuse leave was taken for the purpose of obtaining an order of protection or other judicial relief from domestic abuse, to meet with law enforcement officials, to consult with attorneys or victim advocates, or to attend court proceedings related to the domestic abuse.
- The written statement of an attorney representing you, a district attorney's victim advocate, a law enforcement official, or a prosecuting attorney that you or your family member appeared or are scheduled to appear in court in connection with an incident of domestic abuse.

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Information regarding domestic abuse leave will be kept strictly confidential and will only be disclosed with your consent or as required by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Isolation and Quarantine Leave**

Advantage Medical Professionals, LLC provides unpaid leave to employees who need to isolate or quarantine in accordance with a court order.

Provide notice of your need for leave as soon as practical.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Paid Sick Leave**

Advantage Medical Professionals, LLC provides paid sick leave to eligible employees in accordance with New Mexico's Healthy Workplaces Act (HWA). The benefits and protections provided by this policy may not be waived.

### **Eligibility**

All employees (including part time, exempt, seasonal, and temporary) who work in New Mexico are eligible for sick leave.

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### Reasons for Leave

Sick leave may be taken for the following reasons:

- For your own or a family member's mental or physical illness, injury, or health condition; need for medical diagnosis, care, or treatment; or need for preventive medical care.
- For meetings at your child's school or place of care related to the child's health or disability.
- For absences related to you or a family member being a victim of domestic abuse, sexual assault, or stalking, provided that leave is used to:
  - Obtain medical or psychological treatment or counseling;
  - Relocate;
  - Prepare for or participate in legal proceedings; or
  - Obtain other services related to the domestic abuse, sexual assault, or stalking.

**Family member** means your spouse or domestic partner or a person related to you or your spouse or domestic partner as:

- A biological, adopted, or foster child, stepchild, legal ward, or child to whom you stand in loco parentis.
- A biological, adoptive, or foster parent, stepparent, legal guardian, or a person who stood in loco parentis to you when you were a minor child.
- A grandparent.
- A grandchild.
- A biological, adopted, foster, or step sibling.
- A spouse or domestic partner of a family member.
- An individual whose close association with you or your spouse or domestic partner is the equivalent of a family relationship.

**Domestic partner** means an individual with whom another individual maintains a household and a mutual committed relationship without a legally recognized marriage.

### Accrual and Usage

Eligible employees accrue one hour of sick leave for every 30 hours worked up to a maximum of 64 hours per leave year. Existing employees begin accruing sick leave on July 1, 2022, while new employees begin accruing sick leave on their first day of employment. For purposes of this policy, the leave year is a rolling 12-month period measured backward from the date an employee uses any sick leave. If you are classified as exempt, you are presumed to work 40 hours per week, unless you are normally scheduled to work fewer than

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40 hours, in which case sick leave accrues based on your normal schedule. You may use sick leave as it is accrued. The smallest amount of sick leave you may take is hourly increments. You may carry over up to 64 hours of unused sick leave to the following leave year; however, you may still only use 64 hours of sick leave per year. You will not be required to find a replacement worker as a condition of being permitted to use sick leave and you will not be required to use other paid leave before using sick leave.

### Compensation

You will be compensated for sick leave at your regular hourly rate and benefits.

### Notice

If the need for leave is foreseeable, you must make a reasonable effort to provide notice before taking leave. If unforeseeable, provide notice as soon as practical. If known, notice should include the expected length of the absence. Notice may be written or verbal.

You must make a reasonable effort to schedule planned sick leave in a manner that does not unduly disrupt business operations.

### Documentation

If you are absent for two or more consecutive days, you may be requested to provide reasonable documentation verifying that the leave is being taken for permitted purposes.

**Reasonable documentation** means documentation signed by a health care professional (not necessarily a doctor) indicating the sick leave taken is necessary.

For absences related to domestic abuse, sexual assault, or stalking, you may provide one of the following:

- A police report.
- A court-issued document.
- A statement signed by a victim services organization, clergy member, attorney, advocate, you, a family member, or any other person.

The signed statement does not have to be notarized or be in any particular format. It only needs to affirm you took sick leave for a permitted purpose. The statement does not have to be in English; it can be in your native language.



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When documentation is required, you must timely provide it to the Company upon request. You must provide the documentation within 14 days of the date you return to work.

The Company will never require that the documentation explain the nature of any medical condition or the details of the domestic abuse, sexual assault, or stalking. Furthermore, the Company will not delay the use of sick leave because it has not yet received documentation.

All information and documentation received regarding your reasons for taking sick leave is confidential. The Company will not disclose this information except with your permission as necessary for validation of disability insurance claims, accommodations consistent with the federal Americans with Disabilities Act (ADA), as required by the Healthy Workplaces Act, or by court order.

### **Payment upon Termination**

Accrued leave carries over from year to year but is subject to the accrual cap of forty (40) hours. Once the accrual cap is reached, paid leave will stop accruing until some paid leave is used. At the conclusion of each assignment, employees have the option of receiving a payout of any paid leave that accrued, but was not used, during the assignment. Employees who wish to exercise this option must do so in a written request to Human Resources within seven (7) days of the end of the assignment.

Accrued but unused paid leave under this policy will not otherwise be paid out at separation of employment.

### **Reinstatement of Sick Leave upon Rehire**

The Company will reinstate previously accrued, unused sick leave if you separate and are rehired within 12 months.

### **Transfers**

If you are transferred to a separate division, entity, or location but are still employed by the Company, you are entitled to keep and use all sick leave you earned prior to transfer.

### **Change in Ownership of the Company**

If a different employer succeeds or takes the place of the Company, if you remain employed by the successor employer, you will keep all accrued sick leave and may use it with the successor employer.

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## *Interaction with Other Leave*

Sick leave will run concurrently with other types of leave where permitted under applicable law.

## *Collective Bargaining Agreements*

The HWA does not preempt or override the terms of any collective bargaining agreement. The sick leave provided by this policy, in accordance with the HWA, is in addition to any paid time off provided by the Company pursuant to a collective bargaining agreement, unless that paid time off provided may be used for the same purposes and under the same terms and conditions as the HWA.

## *Retaliation*

The Company will not retaliate against employees who request or take leave in accordance with this policy.

## **Voting Leave**

Advantage Medical Professionals, LLC encourages all employees to exercise their right to vote. If your work hours begin two or more hours after the polls open or end three or more hours before the polls close, you will be considered to have sufficient time outside of work to vote. If your work schedule does not allow sufficient time, you may take up to two hours of time off to vote, without loss of pay.

You must provide reasonable advance notice of the need for time off to vote so that the time off can be scheduled to minimize disruption to normal work schedules. Proof of having voted may be required.

The time when you can go to vote will be at the discretion of your Immediate Manager, consistent with applicable legal requirements.

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## **Policy: NORTH CAROLINA POLICIES**

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### **Benefits**

#### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Immediate Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **School Visitation Leave**

If you are the parent, guardian, or person standing in loco parentis of a school-aged child, Advantage Medical Professionals, LLC will provide you up to four hours of time off per year to attend or otherwise be involved at the child's school.

You and your Immediate Manager must mutually agree to the scheduling of leave.

Submit a written request for leave at least 48 hours in advance of the requested absence. You may be required to provide documentation from the child's school verifying that you were involved at the school during the leave time.

Leave under this policy will be unpaid; however, exempt employees may be paid as required by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

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### **Election Precinct Official Leave**

Advantage Medical Professionals, LLC will provide employees who are appointed as election precinct officials with unpaid leave on Election Day or canvass day to perform the duties of their position.

You must provide at least 30 days' notice of your intent to take leave to serve as an election precinct official.

The Company will not retaliate or discriminate against employees who request or take leave in accordance with this policy.

### **Civil Air Patrol Leave**

Advantage Medical Professionals, LLC will provide eligible employees with up to 14 days of unpaid Civil Air Patrol leave to perform their duties related to a state-approved mission or a U.S. Air Force-authorized mission.

#### Eligibility

To be eligible for Civil Air Patrol leave, you must be a volunteer member of the North Carolina Wing of the Civil Air Patrol.

#### Use of Leave

Leave may be for no more than seven consecutive scheduled working days. The total amount of leave you may use in a calendar year is 14 days.

You may substitute any available paid leave for your unpaid Civil Air Patrol leave.

#### Notice

If your need for leave is foreseeable, provide as much advance notice as possible. If unforeseeable, provide notice as soon as practical.

#### Documentation

To verify that leave was used for a proper purpose, you may be required to furnish a copy of your mission order.

#### Retaliation

The Company will not retaliate or discriminate against employees who request or take leave in accordance with this policy.

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## Policy: NORTH DAKOTA POLICIES

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### Benefits

#### Emergency Responder Leave

If you are a volunteer emergency responder, Advantage Medical Professionals, LLC will not discharge, discriminate, or take any other disciplinary action against you for failing to report to work on time or being absent from work because you were responding to an emergency or disaster in your capacity as a volunteer emergency responder. Volunteer emergency responder means an individual in good standing as:

- A volunteer member of the Army National Guard or Air National Guard of this state or any state; or
- A volunteer civilian member of the Civil Air Patrol.

If you are a volunteer emergency responder, inform your Immediate Manager.

Work time missed due to responding to an emergency or disaster will be unpaid.

Unless you are an involuntarily activated National Guard member, the above protections do not apply if you are late or absent from work for more than 20 working days in a calendar year.

If you are going to be absent from or late to work due to your service as a volunteer emergency responder during a disaster or emergency, you must make reasonable efforts to notify the Company. The Company may request that you provide written verification of the dates and times you were absent or tardy from work due to serving as a volunteer emergency responder. Verification may include a statement from the department of emergency services, the adjutant general's office, the North Dakota wing of the Civil Air Patrol, or other appropriate entity.

This policy does not apply if the Company determines that you are an essential employee. **Essential employee** means the job you perform is so critical that it cannot be performed by another employee, and your absence will create the potential for irreparable harm to or permanent closure of the Company. In such cases, the Company will:

- Make reasonable efforts to inform you that you are an essential employee and that your absence from the workplace will be unauthorized if you are called to report for duty as a volunteer emergency responder.
- Provide you notification of the determination that your absence is unauthorized before you report for duty as a volunteer emergency responder.

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The governor or adjutant general may supersede the Company's decision if the governor or adjutant general determines the nature of the emergency or disaster is so serious that your service as a volunteer emergency responder is key and essential to the emergency response efforts and public safety responsibilities of the adjutant general's office.

### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Immediate Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Witness**

Advantage Medical Professionals, LLC realizes that, on occasion, employees may be subpoenaed to testify as a witness in court. In such cases, you will be provided unpaid leave to attend. Notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

The Company reserves the right to require employees to provide proof of the need for leave to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: OHIO POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 19.0**

**Effective: 06/28/23**

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**Revised:**

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### **Benefits**

#### **Crime Victim and Witness Leave**

Advantage Medical Professionals, LLC realizes that, on occasion, you may have an obligation to participate in criminal legal proceedings either as a witness or because you, or a close family member, was victimized by a criminal act. The Company provides unpaid leave to attend those proceedings under circumstances described below.

If you are required to attend a criminal proceeding, including a grand jury or juvenile proceeding, either as a witness or as a crime victim (or a close family member or representative of a crime victim), inform your Recruiter or Staffing Manager as soon as possible to make arrangements for a leave of absence. This includes instances when you have been requested by the prosecutor to participate in the preparation of the criminal case against the suspect.

The Company may require you to provide proof of your need to attend the proceedings to the extent authorized by law.

Leave under this policy will be unpaid unless otherwise required by applicable law. You may opt to use available PTO in place of unpaid leave.

Any information related to your leave will be kept confidential by the Company to the extent possible.

This policy does not apply to employees seeking leave because they have committed, or are alleged to have committed, an offense against the Company or an offense involving them during the course of their employment.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Emergency Services Leave**

If you are a volunteer firefighter or a volunteer provider of emergency medical services, Advantage Medical Professionals, LLC will not discharge, discriminate, or take any other disciplinary action against you for failing to report to work on time or for being absent from work because you were responding to an emergency. Work time missed for responding to an emergency will be unpaid.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: OHIO POLICIES**

**Policy Origin Date: 06/28/23**

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You must notify the Company of your status as a current volunteer firefighter or volunteer provider of emergency medical services, including when your status as such is terminated.

If you intend to become a volunteer firefighter or a volunteer provider of medical services, you must provide written notification to the Company of your status as a volunteer no later than 30 days after receiving your certification. This notification must be signed by:

- The chief of the volunteer fire department with which you serve; or
- The medical director or chief administrator of the cooperating physician advisory board of the emergency medical organization with which you serve.

If you are going to be late or absent from work because you have responded to an emergency, you must make every effort to notify the Company. If you are unable to notify the Company due to the extreme circumstances of the emergency or your inability to contact the Company, you must provide a written statement from the applicable director or chief explaining why prior notice was not given.

The Company may also request you provide a written statement from the applicable director or chief verifying the date and time you responded to the emergency.

### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.



# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: OHIO POLICIES**

**Policy Origin Date: 06/28/23**

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### **Military Family Leave**

Advantage Medical Professionals, LLC will provide eligible employees with up to 10 days or 80 hours (whichever is less) of unpaid military family leave in a calendar year.

To be eligible for leave, you must meet the following criteria:

- Have been employed with the Company for at least 12 consecutive months and for at least 1,250 hours in the 12 months immediately preceding commencement of the leave.
- Must be the parent, spouse, or a person who has or had legal custody of a person who is a member of the uniformed services and is called into active duty in the uniformed services for a period longer than 30 days, or is injured, wounded, or hospitalized while serving on active duty in the uniformed services.
- Have exhausted all other available leave, except sick leave or disability leave.

You must provide at least 14 days' notice prior to taking the leave if the leave is taken due to a call to active duty. At least two days' notice must be provided if the leave is taken due to an injury, wound, or hospitalization. If the covered family member's situation is critical or life threatening, no notice is required.

You may take leave no more than two weeks prior to, or one week after, the covered family member's deployment date.

You may be required to provide certification from the appropriate military authority to verify that the above leave eligibility criteria is satisfied.

The Company will continue to provide benefits while you are on leave under this policy. You will be responsible for the same proportion of the cost of the benefits as you regularly pay when not on leave.

Leave under this policy is unpaid; however, exempt employees may receive pay for partial day absences, as required by applicable law.

Upon return from leave, you will be restored to the position you held prior to taking the leave or a position with equivalent seniority, benefits, pay, and other terms and conditions of employment.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

## **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: OHIO POLICIES**

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### **Voting Leave**

If your work schedule prevents you from voting on Election Day, Advantage Medical Professionals, LLC will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your Immediate Manager, consistent with applicable legal requirements.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: OKLAHOMA POLICIES**

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**Policy No.: SS 20.0**

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### **Benefits**

#### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Voting Leave**

If you are a registered voter and have less than three hours outside of your working hours to vote while the polls are open, Advantage Medical Professionals, LLC will provide you with two hours off, without loss of pay, to vote during your work hours on the day of election or a day in which in-person absentee voting is allowed. Additional time will be provided, as needed, if your distance to the voting location requires more time.

You must provide oral or written notice of the need for time off to vote at least three days prior to the election or the day of in-person absentee voting so that time off can be scheduled to minimize disruption to normal work schedules.

You must submit proof of voting to your Recruiter or Staffing Manager upon return to work in order to be paid for the missed work time. The Company may specify the hours during which you may be absent.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PENNSYLVANIA POLICIES**

**Policy Origin Date: 06/28/23**

**Policy No.: SS 21.0**

**Effective: 06/28/23**

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### **Benefits**

#### **Crime Victim and Witness Leave**

Advantage Medical Professionals, LLC realizes that, on occasion, you may have an obligation to participate in criminal legal proceedings either as a witness or because you, or a close family member, was victimized by a criminal act. The Company provides unpaid leave to attend those proceedings under circumstances described below.

If you are required to attend a criminal proceeding, including a grand jury or juvenile proceeding, either as a witness or as a crime victim (or a close family member or representative of a crime victim), inform your Recruiter or Staffing Manager as soon as possible to make arrangements for a leave of absence.

The Company reserves the right to require employees to provide proof of the need to attend the criminal proceedings to the extent authorized by law.

Leave under this policy is unpaid. You may opt to use PTO in place of unpaid leave.

Any information related to your leave will be kept confidential by the Company to the extent possible.

This policy does not apply to employees seeking leave because they have committed or are alleged to have committed a criminal act.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Immediate Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: PENNSYLVANIA POLICIES

Policy Origin Date: 06/28/23

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The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### Organ and Tissue Donation Leave

Advantage Medical Professionals, LLC will provide eligible employees with up to 12 weeks of unpaid, job-protected leave in a 12-month period for the purpose of serving as an organ or tissue donor in accordance with the Pennsylvania Living Donor Protection Act.

#### Eligibility

To be eligible for donation leave, you must:

1. Have worked for the Company for at least 12 months;
2. Have worked at least 1,250 hours in the last 12 months; and
3. Be employed at a worksite that has 50 or more employees within 75 miles.

#### Reasons for Leave

Donation leave may be used for the preparation and recovery necessary for surgery related to organ or tissue donation by or for you or your spouse, child, or parent.

As used in this policy:

- **Organ** means a human kidney, liver, heart, lung, pancreas, esophagus, stomach, small or large intestine or portion of the gastrointestinal tract or another part of the human body designated by the Department of Health by regulation. The term includes blood vessels recovered during the recovery of an organ if the blood vessels are intended for use in organ transplantation.
- **Tissue** means a portion of the human body other than an organ, including, but not limited to, a human eye, skin, bone, bone marrow, heart valve, spermatozoon, ova, artery, vein, tendon, ligament, pituitary gland, or fluid. The term does not include blood or a blood derivative, unless the blood or blood derivative is donated for the purpose of research or education.

Donation leave will run concurrently with leave provided under the federal Family and Medical Leave Act.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: PENNSYLVANIA POLICIES**

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### Notice

If the need for leave is foreseeable, you must give at least 30 days' notice. If 30 days' notice is not possible, give notice as soon as practicable (within one or two business days of learning of your need for leave).

Failure to provide appropriate notice may result in the delay or denial of leave.

If the need for leave is unforeseeable, provide notice as soon as possible. Normal call-in procedures apply to all absences from work, including those for which leave under this policy may be requested. Failure to provide appropriate notice may result in the delay or denial of leave.

You may be required to provide written documentation regarding the preparation and recovery necessary for surgery.

### Health Insurance

Your health insurance coverage will be maintained by the Company during leave on the same basis as if you were still working. You must continue to make timely payments of your share of the premiums for such coverage. Failure to pay premiums within 30 days of when they are due may result in a lapse of coverage. If this occurs, you will be notified 15 days before the date coverage will lapse that coverage will terminate unless payments are promptly made.

Alternatively, at our option, the Company may pay your share of the premiums during the leave and recover the costs of this insurance upon your return to work. Coverage that lapses due to nonpayment of premiums will be reinstated immediately upon return to work without a waiting period. Under most circumstances, if you do not return to work at the end of leave, the Company may require reimbursement for the health insurance premiums paid during the leave.

### Reinstatement

Upon returning to work at the end of leave, you will generally be placed in your original job or an equivalent job with equivalent pay and benefits. You will not lose any benefits that accrued before leave was taken.

### Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: SOUTH CAROLINA POLICIES

Policy Origin Date: 06/28/23

Policy No.: SS 22.0

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PURSUANT TO, AND IN ACCORDANCE WITH, S.C. CODE ANN. § 41-1-110, NOTHING IN THIS HANDBOOK OR IN ANY OF EMPLOYER'S POLICIES WILL BE DEEMED TO CONSTITUTE A CONTRACT OF EMPLOYMENT. ALL EMPLOYEES OF Advantage Medical Professionals, LLC (SOUTH CAROLINA) ARE EMPLOYEES-AT-WILL, WHO MAY QUIT AT ANY TIME FOR ANY OR NO REASON AND WHO MAY BE TERMINATED AT ANY TIME FOR ANY OR NO REASON. THE CONTENTS OF THIS HANDBOOK ARE SUBJECT TO CHANGE AT ANY TIME AT THE DISCRETION OF Advantage Medical Professionals, LLC.

## Benefits

### Crime Victim and Witness Leave

If you are subpoenaed as a victim of or a witness to a crime, Advantage Medical Professionals, LLC will provide you with unpaid time off to attend court proceedings related to the crime.

**Victim** means any individual who suffers direct or threatened physical, psychological, or financial harm as the result of the commission or attempted commission of a criminal offense. The term includes the spouse, parent, child, or lawful representative of a victim who is deceased, a minor, incompetent, or physically or psychologically incapacitated. The term does not include:

- Any individual who is the subject of an investigation for, who is charged with, or who has been convicted of or pled guilty or nolo contendere to the offense in question;
- Any individual (including a spouse, parent, child, or lawful representative) who is acting on behalf of the suspect, juvenile offender, or defendant, unless such actions are required by law; or
- Any individual who was imprisoned or engaged in an illegal act at the time of the offense at issue in the proceedings.

Upon receipt of a valid subpoena, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

The Company will not retaliate against, suspend, or reduce the wages or benefits of employees who request or take leave in accordance with this policy.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: SOUTH CAROLINA POLICIES**

**Policy Origin Date: 06/28/23**

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### **Emergency Service Workers Leave**

If you are a volunteer firefighter or a volunteer medical services employee, Advantage Medical Professionals, LLC will not terminate you for responding to a declared state of emergency by the President of the United States or governor of South Carolina. Any work time missed while responding to an emergency will be unpaid.

### **Isolation and Quarantine Leave**

Advantage Medical Professionals, LLC provides unpaid leave to employees who are ordered to isolate or quarantine by the Department of Health and Environmental Control.

Provide notice of your need for leave as soon as practical.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Immediate Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.



# **Advantage Medical Professionals Policy and Procedure Manual**

**Policy: SOUTH DAKOTA POLICIES**

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### **Benefits**

#### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Immediate Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Voting Leave**

Advantage Medical Professionals, LLC encourages all employees to exercise their right to vote. If you do not have two consecutive hours outside of working hours to vote while the polls are open, you may take up to two hours off from work, without loss of pay, to vote.

The time you may be absent to vote will be at the discretion of your Immediate Manager. You may be required to provide proof of voting to your Recruiter or Staffing Manager upon return from voting.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TACOMA, WASHINGTON POLICIES**

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### **Hiring and Orientation Policies**

#### **Accommodations for Victims of Domestic Violence, Sexual Assault, or Stalking**

Advantage Medical Professionals, LLC will provide reasonable safety accommodation to employees who are victims of domestic violence, sexual assault, or stalking, provided the accommodation would not pose an undue hardship on Company business.

Reasonable safety accommodations may include, but are not limited to:

- Transfer or reassignment;
- Modified job schedule;
- Change in work telephone number, email address, or workstation;
- Installed locks;
- Implementing safety procedures; or
- Any other adjustment to a job structure, workplace facility, or work requirement in response to an actual or threatened act of domestic violence, sexual assault, or stalking.

If you require a safety accommodation, notify your Recruiter or Staffing Manager. You may be required to provide documentation verifying that you are a victim of domestic violence, sexual assault, or stalking. This requirement may be satisfied by providing the Company with documents such as a police report, court order, or written statement.

After receiving your request for a safety accommodation, the Company will work with you to explore potential accommodations. The Company encourages you to suggest specific accommodations that you believe would be effective. However, the Company is not required to make any requested accommodation and may provide an alternative accommodation that can be made without imposing an undue hardship on the Company.

The Company will not discriminate or retaliate against employees who are victims of domestic violence, sexual assault, or stalking, or who request an accommodation in accordance with this policy.

### **Wage and Hour Policies**

#### **Meal and Rest Periods**

Meal periods – unpaid meal periods. Overtime-eligible employees working more than five consecutive hours in a work shift are entitled to an unpaid meal period of at least thirty minutes, starting between the second and

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TACOMA, WASHINGTON POLICIES**

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fifth hour of their work shift. Employees working three or more hours longer than their scheduled shift are entitled to at least one additional unpaid thirty-minute meal period prior to or during the overtime period. Employees can only be required to remain on the premises or work site during their meal period if they are completely free from work duties. If an employee is free from all duties during their entire meal period, it is not considered hours worked and is not a paid meal period.

Meal periods – paid meal periods. Employees must be paid for meal periods if they are:

- Required to remain on duty;
- Required to remain on-call on the premises or at the work site, even if they are not called back to duty; or
- Called back to work, interrupting the meal period.

If work is performed during a meal period, it is considered hours worked when calculating paid sick time off and overtime. Additional requirements for clinical employees are described below.

Rest periods. Overtime-eligible employees are entitled to a paid rest period of at least ten minutes for every four hours of working time. Rest periods are to be scheduled as near as possible to the midpoint of the work period.

No employee can be required to work more than three hours without a rest period. Where the nature of work allows employees to take intermittent rest periods equal to ten minutes for each four hours worked, scheduled rest periods are not required. Additional requirements for clinical employees are described below.

Meal periods and rest periods for clinical employees. Consistent with RCW 49.12.480, in addition to providing employees with meal and rest periods as required by law, employees in certain health care job classes are entitled to uninterrupted scheduled rest periods during each work period if they are:

- A registered nurse, nursing assistant certified (hospital assistant/patient care technician), surgical technologist, diagnostic radiologic technologist, cardiovascular invasive specialist, or respiratory care practitioner; and
- FLSA nonexempt or covered by a collective bargaining agreement.

Meal and rest periods will not be interrupted except under the following circumstances:

- An unforeseeable emergency circumstance as defined in RCW 49.28.130; or
- A clinical circumstance, as determined by the employer or employee, that may lead to a significant adverse effect on the patient's condition:

# **Advantage Medical Professionals Policy and Procedure Manual**

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- o Without the knowledge, specific skill, or ability of the employee on break; or
- o Due to an unforeseen or unavoidable event relating to patient care delivery requiring immediate action that could not be planned for by the employer.

If a rest period is interrupted before 10 minutes, another uninterrupted 10-minute rest period will be provided at the earliest reasonable time to ensure a covered employee receives at least a 10-minute rest. All covered employees should notify Advantage Medical Professionals of any potential for missed or interrupted rest periods and must document the lack of any rest period.

### **Overtime**

No clinical employee working at a healthcare facility may be required to work overtime. Attempts to compel or force employees to work overtime are contrary to Company policy, and any such requirement contained in a contract, agreement, or understanding is void.

The acceptance by any employee of overtime is strictly voluntary, and the refusal of an employee to accept such overtime work is not grounds for discrimination, dismissal, discharge, or any other penalty, threat of reports for discipline, or employment decision adverse to the employee.

This section does not apply to overtime work that occurs:

- Because of any unforeseeable emergent circumstance;
- Because of prescheduled on-call time, subject to the following:
  - o Mandatory prescheduled on-call time may not be used in lieu of scheduling employees to work regularly scheduled shifts when a staffing plan indicates the need for a scheduled shift; and
  - o Mandatory prescheduled on-call time may not be used to address regular changes in patient census or acuity or expected increases in the number of employees not reporting for predetermined scheduled shifts;
- When the employer documents that the employer has used reasonable efforts to obtain staffing. An employer has not used reasonable efforts if overtime work is used to fill vacancies resulting from chronic staff shortages; or
- When an employee is required to work overtime to complete a patient care procedure already in progress where the absence of the employee could have an adverse effect on the patient.

An employee accepting overtime who works more than twelve consecutive hours shall be provided the option to have at least eight consecutive hours of uninterrupted time off from work following the time worked.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: TACOMA, WASHINGTON POLICIES

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### Benefits

#### Jury Duty Leave

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### Leave for Victims of Domestic Violence, Sexual Assault, or Stalking

If you are a victim, or a family member of a victim, of domestic violence, sexual assault, or stalking, Advantage Medical Professionals, LLC will provide you with reasonable unpaid leave from work to take care of legal or law enforcement needs or to get medical treatment, social services assistance, or mental health counseling. **Family member** means a child, spouse, parent, parent-in-law, grandparent, or person you are dating. The Company may request verification of your family relationship.

When possible, you must provide reasonable advance notice of the need for leave. If advance notice cannot be given because of an emergency or unforeseen circumstances due to domestic violence, sexual assault, or stalking, you or someone on your behalf must provide notice no later than the end of the first day you take leave.

You may be required to provide verification that you or your family member is a victim of domestic violence, sexual assault, or stalking and that the leave is being taken for purposes described above. Verification must be provided in a timely manner and will only be used to establish that the leave is legally protected. You may satisfy the verification requirements by providing the Company with documents such as a police report, court order, or written statement.

# Advantage Medical Professionals Policy and Procedure Manual

## Policy: TACOMA, WASHINGTON POLICIES

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With exception, information provided by you will be kept confidential. This includes:

- The fact that you or your family member is a victim of domestic violence, sexual assault, or stalking.
- That you have requested or obtained domestic violence leave.
- Any written or oral statement, documentation, record, or corroborating evidence you provide. Information provided by you will only be disclosed under the following circumstances:
  - When requested or consented to by you.
  - When ordered by a court or administrative agency.
  - Where otherwise required by applicable federal or state law.

Leave under this policy is unpaid; however, you may choose to use any accrued paid leave. Leave may be taken intermittently, on a reduced work schedule, or in a single block of time, as the circumstances warrant. During the leave, the Company will maintain any health insurance coverage being provided in the same manner as if you had not taken leave.

The leave must be reasonable in duration, which will be determined by management and you, based upon the circumstances.

Upon return from leave, you will be reinstated to the position held prior to taking leave or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment, subject to certain exceptions as provided under Washington law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Military Family Leave**

In accordance with the Washington Military Family Leave Act (MFLA), Advantage Medical Professionals, LLC will provide employees who are the spouse of a military member up to 15 days of leave from work for each deployment when the military spouse is deployed or called up to active duty. The leave may be used prior to the deployment, or during the period when the military spouse is on leave during the deployment.

As used in this policy:

- **Spouse** includes same-sex spouses and state-registered domestic partners.
- **Military member** means a member of the U.S. Armed Forces, National Guard, or reserves.

# **Advantage Medical Professionals Policy and Procedure Manual**

## **Policy: TACOMA, WASHINGTON POLICIES**

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To be eligible for such leave, you must work 20 or more hours per week.

To take military family leave, you must provide notice of intention to take leave within five business days of receiving official notice of an impending call or order to active duty or of a leave from deployment.

The leave provided under this policy is unpaid; however, you may substitute any available paid leave. You may split the 15-day leave between different periods of time (pre-deployment or while the military member is on leave during deployment). The total number of days of leave, however, cannot exceed 15 days per deployment.

The Company may count FMLA-qualified leave related to a deployment as state MFLA leave if the leave is taken before the deployment, or during any period when the military spouse is on leave from deployment.

You will be allowed to continue available group health benefits at your own expense.

Upon return from leave, you will be restored to your prior position.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Paid Family and Medical Leave Insurance**

Washington's Paid Family and Medical Leave (PFML) program is a mandatory statewide insurance program that provides most employees in Washington with paid time off to give or receive care. Eligible employees are entitled to partial wage replacement benefits of up to 90 percent of their weekly pay, depending on their income. The program is administered by the Washington Employment Security Department (ESD) and is funded by premiums paid by both employees (through payroll deductions) and employers.

#### **Eligibility**

To be eligible for PFML you must:

- Have worked at least 820 hours (or about 16 hours a week) in Washington during the qualifying period. The 820 hours are cumulative, regardless of the number of employers or jobs you have had during the year. All paid work in Washington over the course of the year counts toward the 820 hours, including part-time, seasonal, and temporary work.
- Experience a qualifying event.

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If you are not eligible for PFML, you may still qualify for leave under the federal Family and Medical Leave Act (FMLA). Refer to the Family and Medical Leave policy for details.

### Qualifying Events

You may take PFML for the following reasons:

- **Family leave** to:
  - Bond with your newborn child, newly adopted child, or newly placed foster child (bonding leave);
  - Care for a family member with a serious health condition;
  - Prepare for a family member's pre- and post-deployment activities, as well as time for childcare issues related to the family member's deployment; or
  - Deal with the death of a newborn or newly adopted/fostered child (bereavement leave).
- **Medical leave** to care for your own serious health condition.

### **Family member** means:

- Your biological, adopted, or foster child, stepchild, a child's spouse, or a child to whom you stand in loco parentis, are a legal guardian, or are a de facto parent, regardless of age or dependency status.
- Your spouse or state registered domestic partner.
- Your parent or your spouse's parent (including biological, adoptive, de facto, or foster parent, stepparent, or legal guardian or an individual who stood in loco parentis to you or your spouse as a child).
- Your sibling.
- Your grandchild.
- Your grandparent.
- Any individual who regularly resides in your home or where your relationship creates an expectation that you care for the person, and that person depends on you for care. It does not include an individual who simply resides in your home with no expectation that you care for them.

### Usage

Eligible employees may generally take up to 12 weeks of PFML per year. If you have more than one qualifying event in the same year, you may be eligible to take up to 16 weeks of PFML. Combined leave cannot exceed 16 total weeks unless there is a serious, incapacitating health issue related to pregnancy, which adds two more weeks (18 weeks total).



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Bonding leave must be taken during the first 12 months after the child's birth or placement.

Bereavement leave must be used within seven calendar days of the child's death.

During the first six weeks after the birth of a child, any PFML used based on incapacity due to pregnancy or for prenatal care will count as paid medical leave by default, unless you choose to use paid family leave during that period.

PFML may be used intermittently rather than all at once.

You will not be required to use other leave before using PFML.

### **Requesting Leave**

If the need for leave is foreseeable, provide 30 days' written notice of your intent to take leave. Notice must contain at least the anticipated timing and duration of leave. If unforeseeable, provide written notice as soon as practical.

Failure to provide proper notice may result in the denial of leave for a period of time equal to the number of days that notice was insufficient.

### **Questions and Applying for Benefits**

If you have questions regarding this policy, contact the Human Resources Department. If you are eligible for PFML benefits, you may obtain detailed information about the program and apply for benefits through the Washington Employment Security Department (ESD) website at <https://paidleave.wa.gov/>.

### **Health Insurance**

Your health insurance will continue while you are on leave. If you contribute to the cost of your health insurance, you must continue to pay your portion of the premium cost during your leave.

### **Interaction with Other Laws**

PFML is in addition to any leave for sickness or temporary disability because of pregnancy or childbirth.

The use of FMLA does not reduce your allowed PFML benefit, so it is possible to use both types of leave. PFML and FMLA will run concurrently unless otherwise required by law.

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### *Job Restoration*

Unless you have been identified as a key employee (as defined under the FMLA) prior to taking PFML, upon return from leave you will be restored to your previous or an equivalent job, provided you worked for the Company for at least 12 months and worked at least 1,250 hours in the 12 months before taking leave.

### *Retaliation*

The Company will not retaliate against employees who request or take leave under the Washington PFML program.

### **Tacoma Paid Sick Leave**

All employees who work in Tacoma, Washington, qualify for paid sick leave, including part-time, seasonal, & temporary staff; overtime-exempt staff that work 80+ hours per year in Tacoma are also covered.

Employees earn 1 hour of paid sick leave time for every 40 hours worked. Employees are not entitled to accrue paid sick leave for hours paid while not working (such as vacation, paid holidays, or while using paid sick leave).

Employees can begin using their accumulated leave 90 calendar days after their hire date.

At the end of the year, employees can carry over at least 40 hours of any remaining paid sick leave. If an employee carries over unused paid sick leave to the following year, accrual of paid sick leave in the subsequent year would be in addition to the hours accrued in the previous year and carried over.

Advantage Medical Professionals will require the employee to forfeit the paid sick leave for paid sick leave balances in excess of 40 hours at the end of a year.

The accrual year is the 12-month period beginning on the date of hire.

Employee can use all of their leave for all of the reasons outlined by the Ordinance:

- Medical or mental health condition, injury, or preventative care;
- When an employee's place of business has been closed by order of a public official for any health-related reason or to care for a child whose school has been closed by order of a public official;
- To seek law enforcement or legal help for domestic violence or sexual assault;
- To seek safety from domestic violence, sexual assault, or stalking; and

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- For needs related to the medical health, mental health, safety, or bereavement of a family member (child, grandchild, spouse, domestic partner, parent, grandparent, or sibling).

The Company maintains records specified by the Ordinance for three years (employee name, hire date, paid sick leave accrued, paid sick leave used, etc.).

Advantage Medical Professionals requires employees to use paid sick leave in increments of 1 hour.

Employees must be paid their “normal hourly compensation” for each hour of paid sick leave used. “Normal hourly compensation” is the hourly rate that an employee would have earned for the time during which the employee used paid sick leave. Normal hourly compensation does not include stipends, holiday pay, or other premium rates. For employees who use paid sick leave for hours that would have been overtime hours if worked, Advantage Medical Professionals is not required to apply overtime standards to an employee’s normal hourly compensation.

The Company must pay paid sick leave to an employee no later than the payday for the pay period in which the paid sick leave was used by the employee. If the absence requires verification, such payment must be made no later than the payday for the pay period during which verification was provided to the employer.

Employees must provide reasonable notice of an absence from work for the use of paid sick leave to care for themselves or a family member, or because the employee’s child’s school or place of care is closed by order of a public official for any health-related reason. Such notice must not interfere with an employee’s lawful use of paid sick leave. Any information provided will be kept confidential.

If an employee’s absence is foreseeable, the employee must provide notice to Advantage Medical Professionals at least 10 days, or as early as practicable, before the first day paid sick leave is used. If possible, notification should include the expected duration of the absence.

If an employee’s absence is unforeseeable, the employee must contact Advantage Medical Professionals as soon as possible before the required start of their shift. As a best practice, and if circumstances allow, employees should provide notice as soon as the employee learns of the need for paid sick leave. In the event it is not practicable to provide notice of an unforeseeable absence, a person on the employee’s behalf may provide such notice. If possible, this notification should include the expected duration of the absence.

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An employee must give advance oral or written notice to Advantage Medical Professionals as soon as possible for the foreseeable use of paid sick leave to address issues related to the employee or the employee's family member being a victim of domestic violence, sexual assault, or stalking. If an employee is unable to give advance notice because of an emergent or unforeseen circumstance related to the employee or the employee's family member being a victim of domestic violence, sexual assault, or stalking, the employee or their designee must give oral or written notice to Advantage Medical Professionals no later than the end of the first day that the employee takes such leave.

If an employee has used paid sick leave for an authorized purpose for more than three (3) consecutive days during which the employee is required to work, the employee must provide verification that establishes or confirms that the use of paid sick leave is for an authorized purpose.

For care of the employee or the employee's family member, acceptable verification may include:

- A written or oral statement from the employee indicating that the use of paid sick leave is necessary to care for the employee or their family member for an authorized purpose;
- A doctor's note or a signed statement by a healthcare provider indicating that the use of paid sick leave is for care of the employee or their family member for an authorized purpose; or
- Other documentation demonstrating that the employee's use of paid sick leave is for care of the employee or their family member for an authorized purpose.

Verification must be provided to Advantage Medical Professionals within 10 calendar days of the first day an employee used paid sick leave to care for themselves or a family member.

When an employee or the employee's family member has been a victim of domestic violence, sexual assault, or stalking, the employee's choice of any one or more of the following documents satisfies this verification requirement:

- A written statement that the employee or an employee's member is a victim of domestic violence, sexual assault, or stalking, and that the leave was taken to address related issues;
- A police report indicating that the employee or the employee's family member was a victim of domestic violence, sexual assault, or stalking;
- Evidence from a court or prosecuting attorney showing that the employee or the employee's family member appeared, or is scheduled to appear, in court in connection with an incident of domestic violence, sexual assault, or stalking;
- A court order of protection;

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- Documentation from any of the following persons from whom an employee or an employee's family member sought assistance in addressing the domestic violence situation indicating that the employee or the employee's family member is a victim:
  - o An advocate for victims of domestic violence, sexual assault, or stalking;
  - o An attorney;
  - o A member of the clergy; or
  - o A medical professional.

Verification must be provided in a timely manner. In the event that advance notice of the leave cannot be given because of an emergency or unforeseen circumstances due to domestic violence, sexual assault, or stalking, verification must be provided to the employer within a reasonable time period during or after the leave.

In the event our business, or the employee's child's school or place of care, is closed by order of a public official for any health-related reason, acceptable verification may include:

- Written notice of closure by order of a public official that the employee received regarding the employee's child's school or place of care.

Verification must be provided to Advantage Medical Professionals within 10 calendar days of the first day an employee used paid sick leave for such purpose.

For any verification required, please note:

- The employee is not required to provide any details concerning the specific nature of the health condition in order to use paid sick leave, unless otherwise required by law.
- Any information the employee provides will be kept confidential.

If an employee believes that obtaining verification for use of paid sick leave would result in an unreasonable burden or expense on the employee, the employee must contact Advantage Medical Professionals orally or in writing.

The employee must indicate that the absence is for an authorized purpose, and explain why verification would result in an unreasonable burden or expense on the employee.

Within 10 calendar days of receiving the employee's request, Advantage Medical Professionals will work with the employee to identify an alternative for the employee to meet the verification requirement in a way that does not result in an unreasonable burden or expense.

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Advantage Medical Professionals may choose not to pay an employee for paid sick leave taken for such absences until verification is provided.

An employee has the right to contact the Human Resources Department if the employee believes the proposed alternative still results in an unreasonable burden or expense.

If an employee is not satisfied with the Company's alternatives, they may consult with the Washington State Department of Labor & Industries.

Online: [www.Lni.wa.gov/WorkplaceRights](http://www.Lni.wa.gov/WorkplaceRights)

Call (toll-free): 1-866-219-7321

Visit: [www.Lni.wa.gov/Offices](http://www.Lni.wa.gov/Offices)

Email: [ESgeneral@Lni.wa.gov](mailto:ESgeneral@Lni.wa.gov)

At the conclusion of each assignment, employees have the option of receiving a payout of any paid sick leave that accrued, but was not used, during the assignment. Employees who wish to exercise this option must do so in a written request to Human Resources within seven (7) days of the end of the assignment.

Accrued but unused paid sick leave under this policy will not otherwise be paid out at separation of employment. Employees who are reemployed with the Company within a year will have their accrued unused bank of time off under this policy made available to them.

If an employee is rehired within 12 months of separation, the employee will not be required to wait another 90 calendar days to use their accrued, unused paid sick leave if the employee met that requirement during the previous period of employment. If an employee did not meet the 90-day requirement for the use of paid sick leave prior to separation, the previous period of time the employee worked for the Company will count towards the 90 days for purposes of determining the employee's eligibility to use paid sick leave.

Leave under this policy may run concurrently with leave taken under other applicable policies as well as under local, state, or federal law.

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Any discrimination or retaliation against an employee for the lawful exercise of paid sick leave rights is not allowed. The Company may not require, as a condition of an employee taking paid sick leave, that the employee search for or find a replacement worker to cover the hours during which the employee is on paid sick leave. If an employee feels they are being discriminated or retaliated against for the exercise of their rights, they may contact the Human Resources department.

Employees with questions about this paid sick leave policy may contact the Human Resources department.

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## **Benefits**

### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements. If you are a regular (non-temporary) employee, you will receive your regular compensation for time spent on jury duty. If you are a temporary employee, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Voting Leave**

If your work schedule prevents you from voting on Election Day, Advantage Medical Professionals, LLC will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your Immediate Manager, consistent with applicable legal requirements.



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### **Benefits**

#### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

#### **Voting Leave**

If your work schedule prevents you from voting on Election Day, Advantage Medical Professionals, LLC will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your Immediate Manager, consistent with applicable legal requirements.

#### **Witness Leave**

Advantage Medical Professionals, LLC realizes that, on occasion, employees may be subpoenaed to appear in a civil, criminal, legislative, or administrative proceeding. In such cases, you will be provided unpaid leave to attend. Notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of the need for leave to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

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### **Political Convention Leave**

Advantage Medical Professionals, LLC will provide employees with unpaid leave to attend:

- A precinct convention for which they are eligible to participate; or
- A county, district, or state convention for which they are a delegate.

Provide as much notice as possible of your need for leave.

The Company will not discriminate or retaliate against employees who request or take leave in accordance with this policy.

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### **Benefits**

#### **Bone Marrow and Organ Donation Leave**

Advantage Medical Professionals, LLC will provide eligible employees with:

- Up to 30 business days of unpaid leave in a 12-month period to serve as a bone marrow donor.
- Up to 60 business days of unpaid leave in a 12-month period to serve as an organ donor.

#### Eligibility

To be eligible for donation leave, as of the date the requested leave begins, you must have:

- Been employed by the Company for at least 12 months; and
- Worked at least 1,250 hours for the Company during the previous 12 months.

#### Leave Request

To request donation leave, you must provide the Company with written verification from a physician that you are an eligible bone marrow or organ donor and there is a medical necessity for the donation.

#### Pay

Donation leave is unpaid. You may choose to use available accrued but unused PTO in lieu of unpaid leave.

#### Interaction with Other Laws

Leave cannot be taken concurrently with leave under the federal Family and Medical Leave Act (FMLA).

#### Return to Work

Upon returning to work at the end of donation leave, you will be restored to your previous position or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment.

#### Maintenance of Health Benefits

If the Company provides you with health benefits under a group health plan, the Company will maintain and pay for your health coverage at the same level and under the same conditions as coverage would have been provided if you had not taken donation leave.

#### Retaliation

The Company will not retaliate against employees who request or take leave in accordance with this policy.

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### **Court Attendance and Witness Leave**

Advantage Medical Professionals, LLC realizes that, on occasion, you may be summoned or subpoenaed to appear as a witness in a civil or criminal proceeding. In such cases, you will be provided unpaid leave to attend. Notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require you to provide proof of the need for leave to the extent authorized by law.

This policy does not apply to employees seeking leave because they are a defendant in a criminal case. The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Crime Victim Leave**

Advantage Medical Professionals, LLC will provide employees who are victims of a crime leave from work to attend any criminal proceedings. Criminal proceedings are proceedings at which the victim has the right or opportunity to appear involving a crime against the victim, including all of the following:

- The initial appearance of the person suspected of committing the criminal offense against the victim.
- Any proceeding in which the court considers the post-arrest release of the person accused of committing a criminal offense against the victim or the conditions of that release.
- Any proceeding in which a negotiated plea for the person accused of committing the criminal offense against the victim will be presented to the court.
- Any sentencing proceeding.
- Any proceeding in which post-conviction release from confinement is considered.
- Any probation revocation disposition proceeding or any proceeding in which the court is requested to terminate the probation of a person who is convicted of committing a criminal offense against the victim.
- Any proceeding in which the court is requested to modify the terms of probation or intensive probation of a person if the modification will substantially affect the person's contact with or safety of the victim or if the modification involves restitution or incarceration status.

You are eligible for leave under this policy if:

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- You have suffered physical, psychological, or economic harm as a direct result of the commission of a felony or of assault and battery, stalking, sexual battery, attempted sexual battery, maiming or driving while intoxicated;
- You are a spouse or child of the victim;
- The victim is a minor and you are the victim's parent or legal guardian; or
- The victim is physically or mentally incapacitated or was a homicide victim and you are the victim's spouse, parent, sibling, or legal guardian.

You are not eligible for leave if you are the person who committed the crime or the relative or guardian of an individual who committed the crime.

Prior to taking leave, provide your Recruiter or Staffing Manager with a copy of the form provided to you by the applicable law enforcement agency and, if applicable, provide a copy of the notice of each scheduled criminal proceeding that is provided to you as victim.

The Company may limit the leave provided under this policy if the leave creates an undue hardship.

Leave under this policy is without pay; however, the wages of exempt employees will not be reduced for a partial week's absence. You may elect to use accrued paid vacation, personal leave, or sick leave.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

### **Jury Duty Leave**

Advantage Medical Professionals, LLC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your Recruiter or Staffing Manager as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

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### **Civil Air Patrol Leave**

Advantage Medical Professionals, LLC will provide unpaid leave to employees who are members of the Civil Air Patrol to engage in training for emergency missions with the Civil Air Patrol or to respond to an emergency mission as a Civil Air Patrol volunteer.

#### *Duration of Leave*

Leave used for training is limited to 10 workdays per federal fiscal year. Leave used to respond to an emergency mission is limited to 30 workdays per federal fiscal year.

You will not be required to exhaust any other leave to which you are entitled prior to taking Civil Air Patrol leave.

#### *Notice*

Provide as much notice as possible of your intent to take leave. You must provide:

- Certification that you have been authorized by the U.S. Air Force, the governor, or a department, division, agency, or political subdivision of the state to respond to or train for an emergency mission; and
- Verification from the Civil Air Patrol of the emergency need of your volunteer service.

#### *Retaliation*

The Company will not retaliate or discriminate against employees who request or take leave in accordance with this policy.